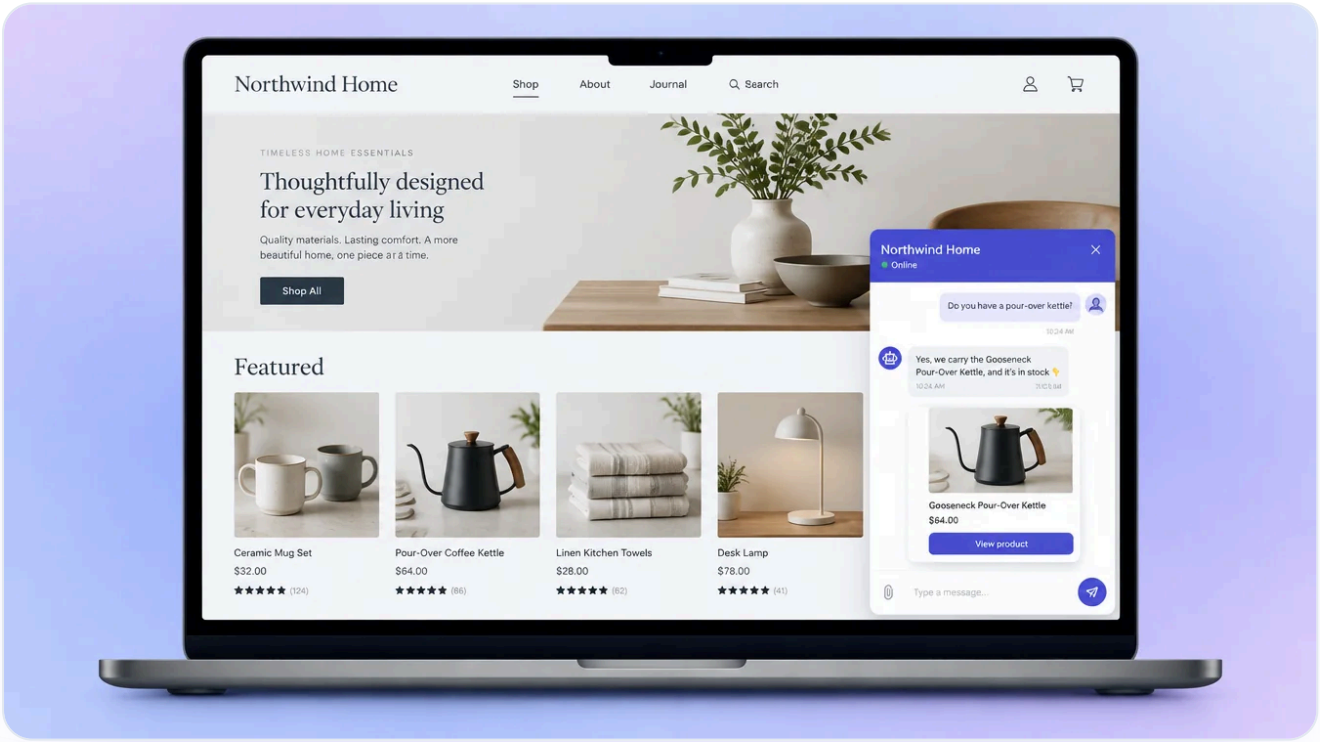
DBestChatBot

Installation guide · BigCommerce app

# DBestChatBot for BigCommerce

## Live on your storefront in five minutes.

An AI sales assistant that answers shoppers from your live catalog with clickable product cards, shows verified order status and tracking, and sends your team the leads. This guide walks you through installing it, checking it works, and making it yours.



BEFORE YOU START

# What you need and what the app can see.

No code, no theme edits and no AI provider keys. You only need access to your BigCommerce admin and a DBestChatBot account (you can create one during setup).

### BigCommerce store

Store owner or a user who can install apps.

### DBestChatBot account

Free to create. Starts with a 20-chat free trial.

### About 5 minutes

Install, click Go live, test one question.

## Permissions the app asks for, and why

| Permission | Level | Used for |
|---|---|---|
| **Products** | Read-only | Answering from your catalog and showing product cards |
| **Orders** | Read-only | Verifying and showing order status to the customer who placed it |
| **Order Fulfillment** | Read-only | Showing shipment carrier and tracking number |
| **Information & Settings** | Read-only | Your store name, storefront URL and currency |
| **Content** | Modify | Adding the chat widget to your storefront (removed on uninstall) |

### The app never changes your store

It reads your catalog and orders only. The one thing it adds is the chat widget script on your storefront pages (not on checkout), and BigCommerce removes that automatically if you uninstall.

INSTALL

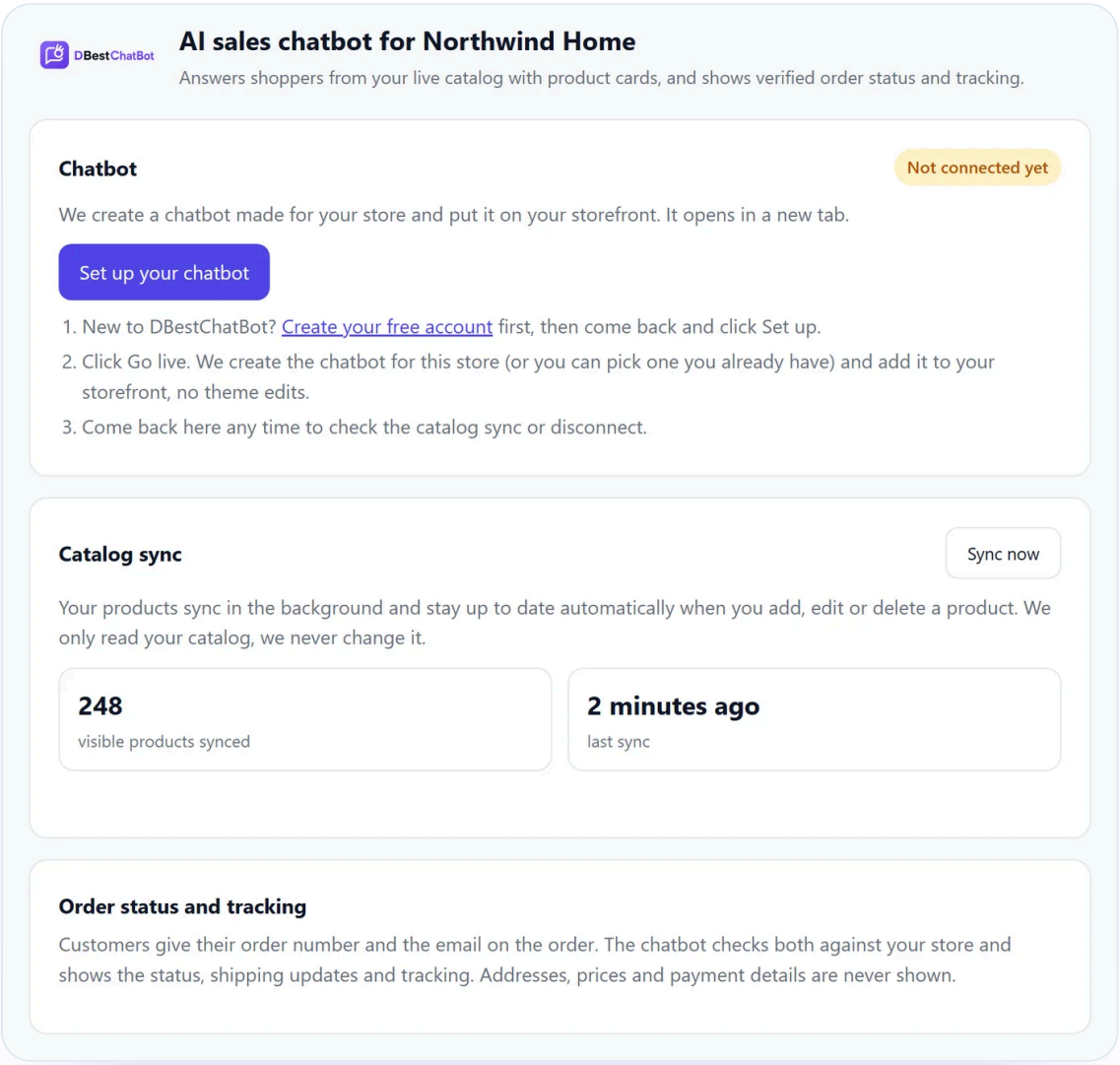
# Steps 1 and 2: install the app.

1 **Install from the App Marketplace**

In your BigCommerce admin, open **Apps → Marketplace**, search for **DBestChatBot** and click **Install**. Review the permissions on the previous page and click **Confirm**.

2 **The app opens inside your admin**

Your catalog starts syncing straight away in the background. You'll see the product count and last sync time, and a **Set up your chatbot** button.




**Tip:** Setup opens in a new browser tab. If you're new to DBestChatBot, click **Create your free account** first, then come back to the app and click Set up.

SET UP

# Steps 3 and 4: create your chatbot and go live.

3

## Click Set up your chatbot

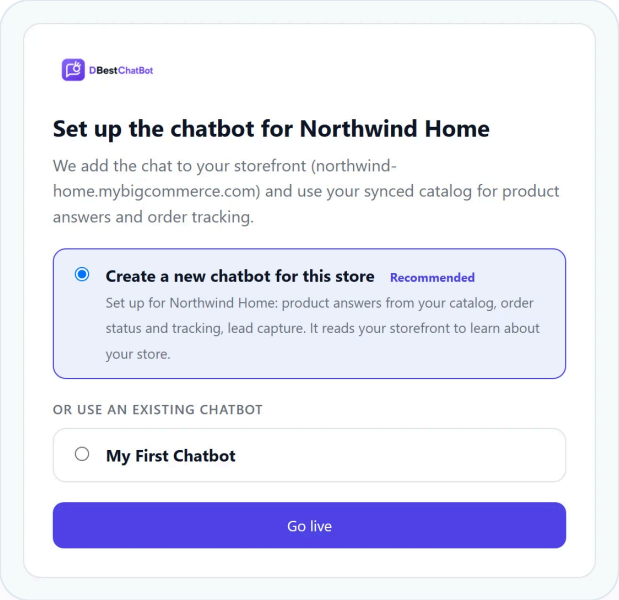
Sign in to DBestChatBot. Keep **Create a new chatbot for this store** selected (recommended). You can also pick a chatbot you already have.

4

## Click Go live

That's it. Within a minute:

- The chat appears on every storefront page, except checkout
- It reads your storefront and writes its own instructions: what you sell, your shipping and returns policies, and how to help shoppers
- It answers from your live catalog with product cards
- Order lookup is switched on



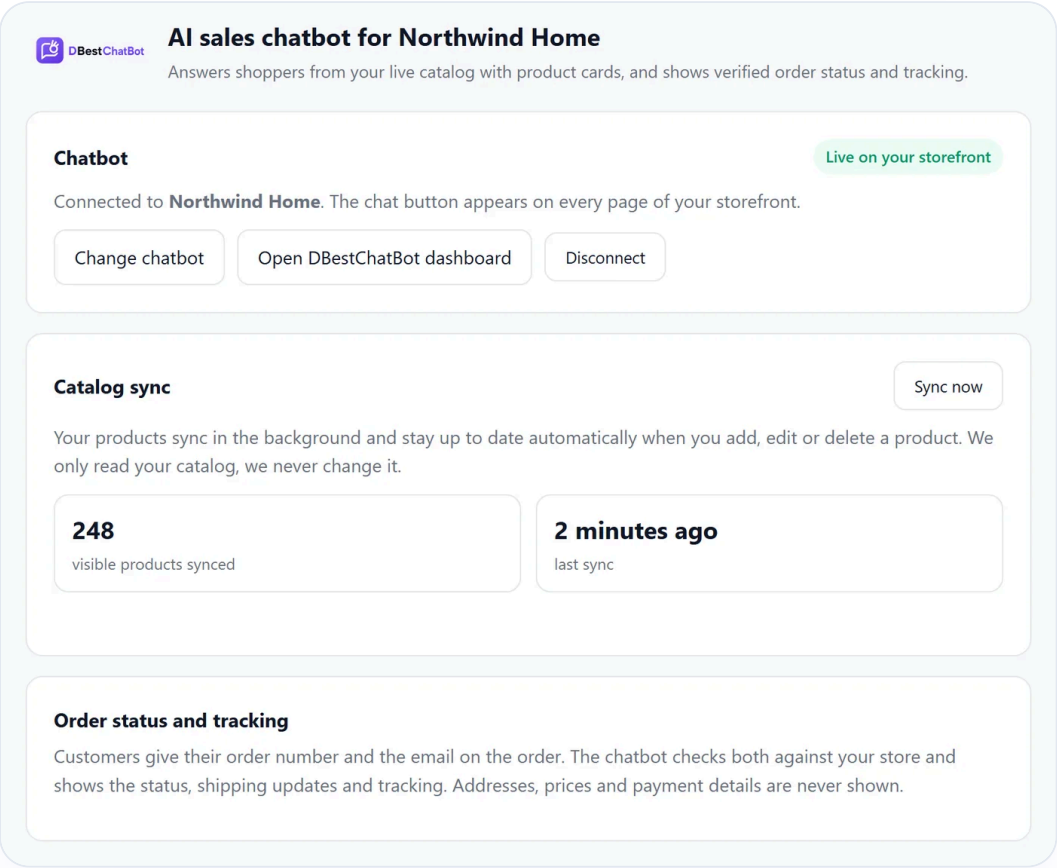

### Your chatbot, made for your store

The new chatbot is named after your store, welcomes shoppers in your store's voice and only uses your BigCommerce skills. Lead capture starts switched off, so shoppers can chat right away without filling in a form.

CHECK IT WORKS

# Step 5: test it like a shopper.

Back in the app inside your BigCommerce admin, the status now reads **Live on your storefront**.




## Try these on your storefront

- "Do you have a [product type]?" The reply confirms it and shows a product card
- Type a SKU. The exact product card appears
- "What's your return policy?" Answered from your policies, with a link

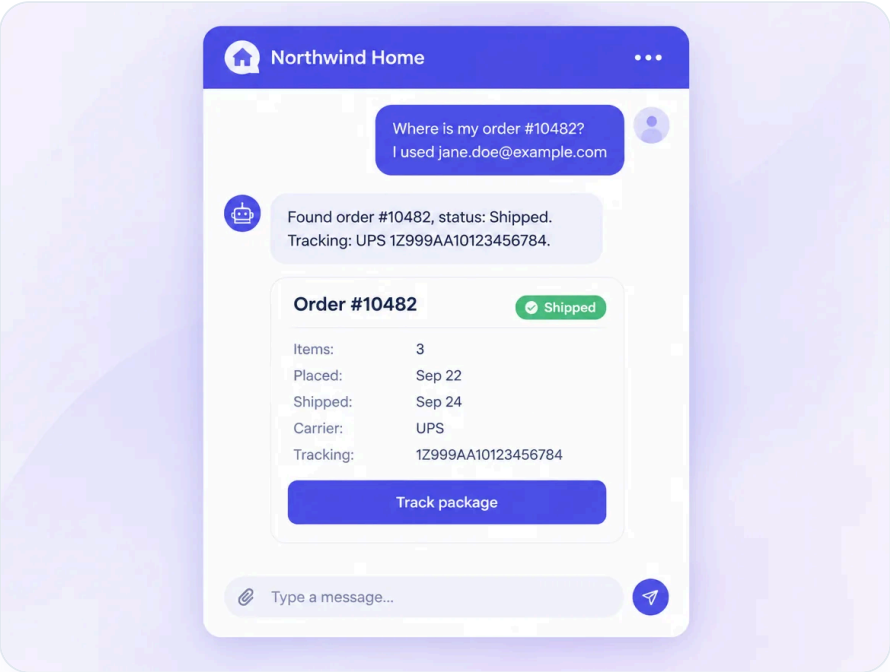
## Good to know

- Product changes reach the chatbot within a minute, through BigCommerce webhooks
- Only visible, in-stock products are recommended
- Click **Sync now** in the app any time for a full refresh

ORDER TRACKING

# "Where's my order?" answered without your team.

A customer gives the order number and the email on the order. The app checks both with your store and the chatbot shows an order card with the status, dates, carrier, tracking number and a Track package button.




## How to test it

- Place or create a test order with your own email
- Optionally add a shipment with a tracking number
- On your storefront, ask: "Where's my order # [number]?" and give that email

## What stays private

- Order number and email must both match
- No addresses, prices, line items or payment details are ever shown
- Lookups are rate limited; the chatbot cannot change or cancel orders

MAKE IT YOURS

# Customize in the DBestChatBot dashboard.

Open your chatbot at **dbestchatbot.com/app**. Everything below is optional.

| | |
|---|---|
| **Instructions** | AI engine → System prompt. Add anything shoppers ask often: sizing, bulk pricing, gift options. |
| **Appearance** | Colors, bubble size and position, your logo as the chat avatar, and an optional small x that lets shoppers hide the bubble. |
| **Lead capture** | Pre-chat tab. Off by default. "Ask naturally during chat" has the bot ask for a name, then an email, in its own words, one question at a time. |
| **Lead alerts** | Notifications tab. New leads and conversations are emailed to your team with the full transcript. New recipients confirm once by email. |
| **Live chat** | Join any conversation from the dashboard and hand it back to the AI when you're done. |
| **Conversations** | Every chat with the page it started on, approximate location, product and order cards. |

## Managing the app in BigCommerce

### Sync now

Full catalog refresh. Normally not needed; webhooks keep it current.

### Change chatbot

Point the store at a different DBestChatBot chatbot.

### Disconnect

Removes the chat from your storefront. Uninstalling removes everything.

TROUBLESHOOTING

# If something doesn't look right.

| What you see | What to do |
|---|---|
| **The chat doesn't appear** | Open the app in your admin: it should say Live on your storefront. Refresh the storefront with a hard reload. The chat never shows on checkout pages. |
| **"Not connected yet"** | Click Set up your chatbot and complete Go live in the tab that opens. |
| **Product count is 0** | Only visible products are counted. Click Sync now and wait a minute. |
| **No product card** | The product must be visible and in stock. Cards appear when the chatbot names a product from your catalog. |
| **"I couldn't find that order"** | Use the email on the order (billing email) and the order number exactly as shown in your admin. |
| **Plan limit on setup** | The free plan includes one chatbot. Setup reuses an unused chatbot automatically, or pick your existing one. |

FREQUENTLY ASKED

### Do I need an OpenAI key?

No. The AI runs on DBestChatBot, with no keys or token bills to manage.

### Will it slow my store down?

No. The widget loads after your page, and syncing happens on our servers.

### Does it work with my theme?

Yes. It's added with BigCommerce's Scripts API, so it works with any Stencil theme.

### What happens if I uninstall?

The widget is removed from your storefront and your synced catalog is deleted from our side.

## Need a hand?

Email **support@dbestchatbot.com** with your store URL. Prefer us to set it up for you? Ask about our White Glove install.