

User Guide

Compatibility: Prestashop v1.7.x – v9.x.x

For Module Version: 1.0.0



Intended Audience

The content of this document is designed to facilitate the users -managers, supervisors and others of **Advance AI Chatbot Module**. A step-by-step instruction has been added to this document to help users to install the module on PrestaShop.

As a safe practice always, backup your files and database before installing any module on PrestaShop. If you are looking for someone to install the module, we can do it for you as well. Just go to the support section share the order id to expedite the installation process.

Once you have installed, please see the User Guide to help you understand on how to use the module to its full capacity. If you still have questions feel free to contact us on the support platform where you bought this module.

If you have any custom requirements feel free to touch base with us.



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Getting Started!

Overview

Boost sales with an AI-driven chatbot powered by ChatGPT and Gemini. Automate 24/7 support, suggest in-stock products, and track orders instantly. Fully multilingual and data-aware, it turns shoppers into buyers while reducing your support costs.

Note: If you have any issues while configuring it first time feel free to contact us on our support.



Installation Instructions

1. Go to Modules → Modules Manager → Click Upload a Module → Browse for Downloaded Module ZIP file and click Upload this module.
2. Click Proceed with Installation.
3. Make sure Cache is disabled in Advance Parameters → Performance.
4. Go to Modules → Modules Manager → AI Chatbot Module to Configure the module



User Guide

Module Configuration:

First Time Setup:

Step1: After installing the module go to Module > Module Manager > AI Advance Chatbot. Here you will see all the configuration for your module.

AI Provider Settings

AI Provider ▼
Select your preferred AI provider

OpenAI API Key
Enter your OpenAI API key

OpenAI Model ▼
Select the OpenAI model to use

AI Provider: Pick your preferred AI platform — OpenAI, Google Gemini— and enter your API key.

AI Model: Select your AI model

Note: You need paid APIs.

ChatGPT: Click [here](#)

Gemini: Click [here](#)

Step2: Scroll down to the “Store Context Management” section and select which store data you want to share with chatbot. Chatbot will be able to reference only those sections that you enable here.

Store Context Management

Include Store Information Yes
Include store name, contact details, and currency in AI context

Include Products Yes
Include product catalog active products in AI context

Include Categories Yes
Include category tree in AI context

Include Policies Yes
Include shipping, returns, and payment policies in AI context

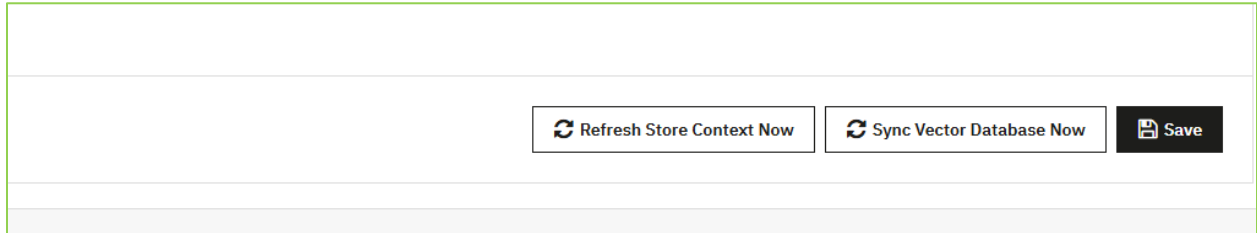
Include Promotions Yes
Include active promotions and cart rules in AI context

Enable Order Lookup Yes
Allow AI to look up order status and details for customers

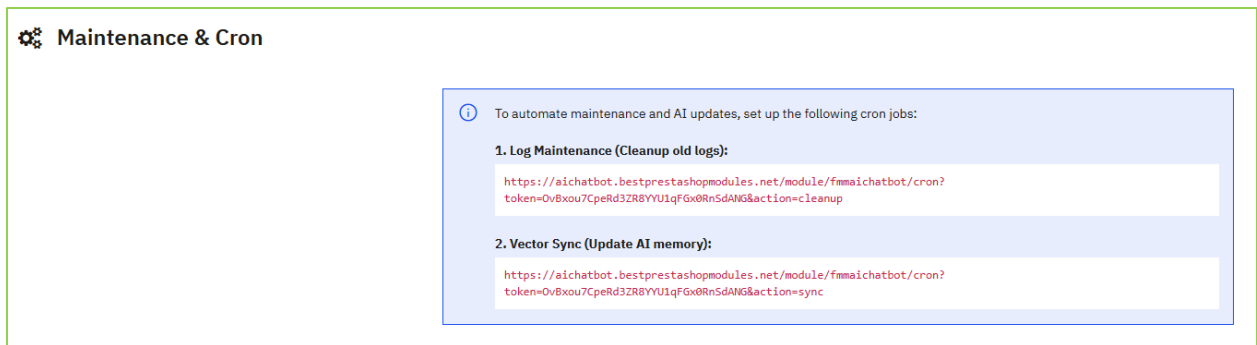
Number of Chunks to Retrieve
Number of relevant information snippets to pass to the AI (default: 5)



Step3: At the end of you have “Sync Vector Database Now”. Click on it. It will take some time depending on your store database depth and languages.



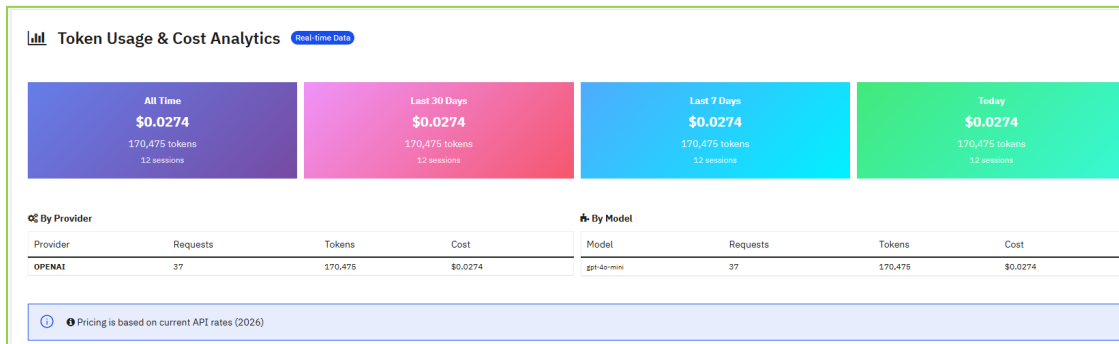
Step4: After creating your embeddings first time you do not need to run it again every time you make some changes to the store. You can use cron to automat update process. Use the second link “Vector Sync” and put it in cron job.





General Module Configuration:

In module configuration at the you have bird eye view of your api cost. You can see number of requests, number of tokens and other details.



Chat Widget Appearance Settings

Here you will be able to customize your chat widget. You can also change the location of your widget.

Chat Widget Appearance

Primary Color: Choose the main color for the chat widget

Position:

Auto Open: No Automatically open chat for new visitors

Welcome Message:

The first message shown to users

Behavior Matching

Here you can select the session timeout and max message per session limit. You can also enable FAQ Matching; this will allow our module to match queries with existing faqs that you can create by going to Sell > AI Chatbot > FAQ Management

Behavior Settings

Session Timeout (seconds): How long to keep sessions active (default: 1800 = 30 minutes)

Max Messages Per Session: Maximum messages allowed per session

Enable FAQ Matching: No

Save



Privacy and GDPR

This allows you to anonymize logs which will make your store compatible with GDPR laws.

Privacy & GDPR

Anonymize Logs No
Remove personal information from chat logs

Log Retention (days)
How long to keep chat logs (default: 90 days, 0 = unlimited)

Save



Human Support and Social Links

Here you can setup your support links. If you enable “Human Transfer” then your chat will be transferred to human. If this option is disabled then social links or support link will be shared by the chatbot. To see how to use human transfer see section below.

Support Email: Here you will be able to enter the email address where email notification will be sent when user asks for human support. This allows you to give prompt support when needed.

Enable Human Transfer Yes
If enabled, transfers user to a live admin chat. If disabled, shows your social/support links below.

Transfer Message en ▾
Message shown when transferring to human support

Message Threshold
Suggest human support after this many messages (default: 10)

Support Emails
Comma separated list of emails to notify when human support is requested for the first time in a chat.

WhatsApp Number / Link
Enter your WhatsApp phone number with country code (e.g., +123456789) or a direct WhatsApp link.

Facebook Messenger Link
Enter your Facebook Messenger link (e.g., https://m.me/yourpage)

Instagram Profile Link
Enter your Instagram profile link

Other Support Link
Enter any other support link (e.g., your contact page or custom help desk)

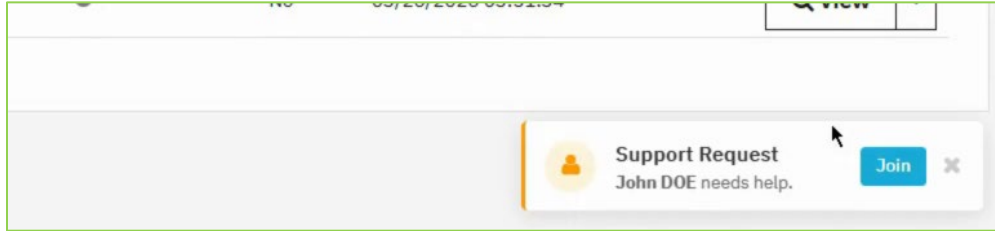


How to Set Up and Use Human Transfer

Our AI Chatbot module includes a seamless human transfer feature, allowing your customers to switch from the automated chatbot to a live agent. Follow these steps to get started:

Step 1: Configuration Go to the module settings and ensure **Enable Human Transfer** is toggled on. To receive alerts, enter your preferred email addresses in the **Support Email** input box.

Step 2: Customer Requests When a customer asks for human assistance on the frontend, the system will trigger a backend notification and send an alert to your configured email addresses.



Step 3: Identifying Urgent Chats Navigate to **Sell > AI Chatbot > Chat History**. Conversations requiring human intervention are marked with a **Red Dot** for easy identification.

ID	Customer	Messages	Language	Support Required	Active	Date	
1	--	4	English (English)	●	Yes	03/25/2026 02:06:01	View
2	--	2	English (English)	●	Yes	03/25/2026 02:15:53	View
4	--	3	English (English)	●	No	03/26/2026 03:15:13	View
5	--	3	English (English)	●	No	03/26/2026 03:16:20	View
7	John DOE	4	English (English)	●	No	03/26/2026 03:51:34	View

Step 4: Live Engagement: Click View on any flagged conversation to enter the chat interface and begin communicating with the user in real time



How to view chat history

To view chat history, go to Sell > AI Chatbot > Chat History. Here you will see all your chat logs with number of messages in each chat. You can also view full chats by clicking on view button and can also send messages from here.

ID	Customer	Messages	Language	Support Required	Active	Date	
1	--	4	English (English)	●	Yes	03/25/2026 02:06:01	View
2	--	2	English (English)	●	Yes	03/25/2026 02:15:53	View
4	--	3	English (English)	●	No	03/26/2026 03:15:13	View
5	--	3	English (English)	●	No	03/26/2026 03:16:20	View
7	John DOE	4	English (English)	●	No	03/26/2026 03:51:34	View

How to Download Chats as CSV.

Our latest update introduces the ability to download chat histories as CSV files, enabling a deeper dive into what your users really need.

You can now export your AI chatbot conversations for offline analysis.

1. Go to **Sell > AI Chatbot > Chat History**.
2. Enter your **Start** and **End** dates.
3. Click **Export CSV**.

Export Chat History

From: 2026-03-01 To: 2026-03-27

[EXPORT TO CSV](#)

How to Add Manual FAQs

You can also add manual FAQs and chatbot will take these into consideration while answering the questions. You can add FAQs by going to Sell > AI Chatbot > FAQ Management.

How to add Quick Replies

You can also add quick replies by going to Sell > AI Chatbot > Quick Replies

ID	Question	Active	Position	
1	Check our sale items	✓	+ 1	Edit
2	New Arrivals	✓	+ 2	Edit



Disclaimer

It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.

Support

If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket and a support technician can assist you further.

Customization

If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through support helpdesk.