Agent001 – Support Assistant for WooCommerce

User Guide · plugin `agent001-support-assistant-for-woocommerce`

1. Overview

Agent001 – Support Assistant for WooCommerce adds an AI support chat to your WooCommerce store. The plugin:

- connects your store to your Agent001 account in one click;
- lets you choose the Agent001 agent that serves the store;
- synchronizes the product catalog (products, variations, prices, stock, categories, attributes and store policy pages) and keeps it up to date when products change;
- shows the chat widget on the storefront once setup is finished and the agent is enabled;
- lets the assistant answer order status questions after the customer provides the order number and the billing e-mail address of the order.

2. Requirements

Item	Requirement
WordPress	6.0 or later
WooCommerce	7.0 or later, installed and active
PHP	7.4 or later
Network	The server must be able to reach `https://app.agent001.ai`
Account	An Agent001 account with at least one agent, or the ability to create one during setup

3. Installation

WordPress admin (recommended)

1. Open **Plugins** → **Add New Plugin** and search for **Agent001**.
2. Click **Install Now** next to *Agent001 - Support Assistant for WooCommerce*.
3. Click **Activate**.

After the first activation the setup wizard opens automatically. Later you can find it under **Agent001** in the WordPress admin menu.

ZIP file

1. Open **Plugins** → **Add New Plugin** → **Upload Plugin**.
2. Choose the plugin ZIP file and click **Install Now**.
3. Click **Activate Plugin**.

WP-CLI

```
wp plugin install agent001-support-assistant-for-woocommerce --activate
```

When the plugin is activated with WP-CLI, the wizard does not open by itself. Open **Agent001** in the WordPress admin menu.

Background tasks

Catalog synchronization runs in the background through Action Scheduler, which is part of WooCommerce. No separate worker is needed, but WP-Cron must be running.

Nightly full synchronization

The scheduled action `agent001_daily_sync` runs a full catalog synchronization once per day, at a fixed time between 01:00 and 04:59 (site time zone) chosen for your store.

4. Setup wizard

Open **Agent001** in the WordPress admin menu. The page is available to administrators only. The wizard has three steps.

Step 1 – Connect store

Click **Connect now**. You are redirected to Agent001, where you sign in (or create an account) and click **Approve and connect**. Agent001 may ask you to choose or create an agent for this store. You then return to WordPress automatically and see the message *Connected to Agent001.*

Connecting shares only your store address with Agent001. Product data is sent when you start the synchronization.

Step 2 – Choose agent and products

1. Choose the agent in the **Receiving agent** list. One agent serves one store. If the agent is missing, create it in Agent001 with the link shown on the page and click **Refresh list**.
2. Under **Limit products by category (optional)** choose the product categories to send. All categories are selected by default. **Select all** ticks or clears the whole list.

Ticking a category also ticks its subcategories; you can untick them one by one. At least one category must be selected.

3. Click **Save and start synchronization**.

Your store domain is added to the selected agent's widget settings automatically, and the first synchronization is queued.

Step 3 – Synchronize and check chat

The progress bar shows the synchronization status. Large catalogs can take several minutes.

When the message *Your catalog is synchronized.* appears, click **Finish setup and launch chat**. The chat is shown on the storefront only after this step. Open your store and check that the chat appears in the corner of the page.

Use **Open Agent001 settings** to change the agent's instructions and the widget colour, title, language and position in Agent001.

5. Settings page

After the wizard, the same page shows the settings:

- **Connection** – the connected store address and Agent001 account, with **Reconnect** and **Disconnect**. **Reconnect** issues a new API key (the current key stops working immediately) and starts the wizard again from step 2; the chat is hidden until you finish it. **Disconnect** stops the synchronization and hides the chat.
- **Agent** – the **Receiving agent** list with **Refresh list**, and the switch **Agent enabled** / **Agent disabled**. A disabled agent's chat is not shown on the storefront.
- **Filters** – the product categories sent to Agent001. Categories created later are not selected automatically; tick them here.
- **Sync** – **Sync now**, the progress bar and the result of the last synchronization.

Click **Save changes** to apply a new agent or category selection. Changing either of them queues a full synchronization. The agent and categories cannot be changed while a synchronization is running.

6. Catalog synchronization

What is synchronized

- Published products in the selected categories, except products whose catalog visibility is *Hidden*.
- Products and variations with a zero or negative stock quantity or with the *Out of stock* status are not sent. Products without stock management are sent unless their status is *Out of stock*.
- Product name, description and short description, SKU, price, regular and sale price, currency, stock quantity and status, product type, categories with their paths, brand,

public product taxonomies, attributes, product URL, main image URL, weight, dimensions, average rating and number of reviews.
- Variable products with their available variations: SKU, prices, stock, selected attribute values, URL and image URL. The parent price is the lowest variation price.
- Store information, sent with every full synchronization: all product categories, global attributes with their values, public product taxonomy terms, and the text of the published Terms and Conditions and Privacy Policy pages.

Image files, custom fields, customers and orders are not sent.

Keeping the catalog up to date

Creating, changing, publishing, unpublishing or deleting a product or a variation updates that product in Agent001 automatically. A product that goes out of stock, is unpublished or leaves the selected categories is removed from the agent and comes back when it is available again.

Use **Sync now** after changing categories, global attributes, product taxonomies or policy pages, or when an automatic update failed. A successful full synchronization replaces the previous catalog and store information. Changes that WooCommerce does not report through product events (for example direct database imports) are picked up by the nightly synchronization.

Limits

A full synchronization sends up to 50,000 products.

7. Chat widget

The widget script is added to the footer of every storefront page. It is loaded only when setup is finished and an agent is selected and enabled. Disconnecting the store, disabling the agent or deactivating the plugin removes the widget. Your theme must call `wp_footer()`; headless storefronts need the loader embedded separately. The widget colour, title, language and position, as well as the agent's instructions, are configured in Agent001.

When setup is finished, the agent is enabled or disabled, or the agent changes, the plugin clears the page cache of WP Rocket, W3 Total Cache, WP Super Cache, LiteSpeed Cache, SiteGround Optimizer, WP-Optimize, WP Fastest Cache, Cache Enabler, Comet Cache, Breeze, Hummingbird, Nginx Helper, Swift Performance, Cachify, Proxy Cache Purge, Cloudflare, Super Page Cache, WP Engine, Kinsta, Pantheon, Pressable, WordPress.com, SpinupWP and Savvii. If you use another hosting cache or CDN, clear it manually.

The widget is loaded on all storefront pages, including the cart and checkout. To hide it on selected pages, use the `agent001_render_widget` filter in your child theme's `functions.php` or in a small custom plugin. If your checkout page hosts payment fields, either hide the widget there or list the loader in your payment page script inventory (PCI DSS 4.0, requirements 6.4.3 and 11.6.1):

```
add_filter( 'agent001_render_widget', static function ( bool $render ): bool
{
    return $render && ! is_checkout();
} );
```

8. Order status lookup

When a customer asks about an order, the assistant asks for the order number and the billing e-mail address of the order. The customer's browser sends them to your store, and the store checks that they match. The plugin returns only the order number, status, dates, currency and total, shipping method, tracking numbers with tracking links, and item names, quantities and amounts. A wrong number or e-mail address returns the same "not found" answer.

The widget sends the lookup as a POST request with the e-mail address in a JSON body, so the e-mail address does not appear in URLs or access logs. Lookups are limited to 10 per minute per visitor IP. Only your store address and Agent001 are allowed to call the lookup from a browser. The widget identifier is visible in the page source and is not a secret; order data is protected by the order number and the matching e-mail address.

9. Data and privacy

The plugin sends public catalog data to Agent001: product names, descriptions, SKUs, prices, availability, product and image URLs, attributes, categories and taxonomies, the text of the Terms and Conditions and Privacy Policy pages, and the store URL. Customer and order records are not sent during synchronization. Order data is returned only for a single order after the order number and billing e-mail address are verified, and may be processed by Agent001 to answer the customer. Messages written in the chat are handled by Agent001.

The plugin stores its settings, API key, widget identifier, synchronization status and pending tasks in WordPress. The API key never appears in storefront HTML. Agent001 service terms: agent001.ai/terms. Privacy policy: agent001.ai/privacy.

11. Troubleshooting

Symptom	Solution
Status stays at *Queued…*	Background tasks are not running. Check **WooCommerce → Status → Scheduled Actions** and make sure WP-Cron works, see section 3.
Synchronization timed out. Please try again.	The synchronization made no progress for 10 minutes. Click **Sync now**. If it happens again, check the PHP error log and the scheduled actions.
A *Network error* or *Remote returned HTTP …* message	Check that the server can reach `https://app.agent001.ai`, then click **Sync now**.

The chat does not appear	Check that setup is finished and the agent is enabled, clear the hosting cache or CDN, and reload the store page.
The new agent is missing from the list	Click **Refresh list**, then select the agent and save.
Failed to fetch the agent list from the backend.	Agent001 is unreachable or the connection was removed in Agent001. Click **Retry**; if it does not help, click **Reconnect**.
Connection state expired or did not match.	Click **Connect now** again and finish the connection.
The store domain changed	Open **Agent001** and click **Save changes**; the new domain is added to the agent's widget settings.

12. Uninstalling

1. Click **Disconnect** on the settings page. This stops the synchronization and hides the chat.
2. Open **Plugins** and click **Deactivate**. Pending synchronization tasks are cancelled.
3. Click **Delete**. The plugin removes its settings, API key, synchronization status and pending tasks from WordPress.

Your Agent001 account, the agent and its synchronized catalog stay in Agent001. Manage or delete them in your Agent001 account.