



Installing Compatio AI Resolve

Installation Guide

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Compatio AI Resolve adds an intelligent search bar to your BigCommerce store. Shoppers ask questions in plain language and get product recommendations with live prices and stock from your catalogue.

This guide covers installing the app and getting it live on your storefront. For a full description of every setting, see *Configuring Compatio AI Resolve — Admin Guide*.

Before you start

You will need:

- Store owner or admin access to your BigCommerce control panel
- The ability to edit your theme, to add one small element
- **Your Tenant key** — provided by Compatio

A newly installed app starts switched off. Nothing appears on your storefront until you complete the steps below.

Step 1 — Install the app

1. Open the Compatio AI Resolve listing and select Install.
2. Review the permissions requested and select Confirm.
3. The app opens automatically once installation completes.

You can reopen it any time from **Apps** → **My Apps** → **Compatio AI Resolve**.

Step 2 — Enter your settings

In the app:

1. Switch Enable app on. The remaining settings appear.
2. Leave Storefront type as BigCommerce theme, unless your storefront is built with your own frontend — see “If your storefront is headless” below.
3. Leave Environment set to Production.
4. Enter your Tenant key.
5. Set Primary color and Accent color to match your brand.
6. Set the Input placeholder — the prompt shoppers see in the search bar.

Step 3 — Add the app's script to your storefront

Choose one of two methods.

Automatic (recommended). Switch Auto-inject script on. The app adds its script to your store and keeps it up to date. Every change you save appears on your storefront automatically.

Manual. Leave Auto-inject script off. The app shows a snippet below the form with a Copy button. Paste that snippet into your theme. Choose this if your team prefers to control everything added to your theme.

Select **Save** when you are done.

Step 4 — Choose where the search bar appears

Copy this element from the Placement section of the app and paste it into your theme where you want the AI search bar:

```
<div data-resolve-search></div>
```

Put it anywhere — in your header, inside a page, or in place of your existing search box. It fills the width of whatever wrapper you put it in. Add it once per page.

Without this element, the search bar will not appear — even when everything else is set correctly.

On a BigCommerce theme. Go to Storefront → My Themes. If your theme came straight from the BigCommerce marketplace, you cannot edit it in place — open Advanced → Make a copy first, then apply that copy. Edit Theme Files appears once the theme is a copy. On Cornerstone, the element goes in templates/components/common/header.html, just after the quick-search block.

On a headless storefront. Paste it into your own template wherever the bar should appear — no BigCommerce UI involved.

If you place it next to your search box, the bar copies that box's font, size, colour, and height automatically. Placed anywhere else, it follows the text styles around it, and you can set the look yourself with the Optional CSS shown in the app.

Step 5 — Confirm it is working

1. Open your storefront in a new tab.
2. Go to the page where you pasted the placement element.
3. The AI search bar appears there, filling the width of its container.
4. Type a product question and confirm results appear.
5. Select a product to confirm it opens correctly.

If your storefront is headless

Skip this if your store uses a BigCommerce theme.

If your storefront is built with your own frontend — Catalyst or anything custom — set Storefront type to Headless / Catalyst in Step 2. Two extra settings appear: Login URL and Session endpoint. Both must be paths on your own storefront starting with a single /, such as /login.

In Step 3, automatic injection only reaches Catalyst 1.1 and above. On any other custom frontend, use the manual method and paste the snippet into your own template.

Step 4 is the same: the placement element goes into your own templates.

A headless storefront also needs work from your development team before shoppers can add to cart from the search results. Your Compatio contact will provide the details.

If the search bar does not appear

Check	What to do
Is the placement element in your theme?	Confirm <code><div data-resolve-search></div></code> is present on the page you are looking at. This is the most common cause.
Is Enable app on?	Switch it on and save.
Is Auto-inject on?	If off, confirm the snippet was pasted into your theme.
Still nothing?	Reinstall the app from your control panel, then contact Compatio.

For anything else, see *Configuring Compatio AI Resolve — Admin Guide*.

Removing the app

To hide the search bar without uninstalling, switch Enable app off and save.

To remove it completely, uninstall the app from Apps → My Apps. Anything the app added to your storefront is removed automatically. If you added the snippet manually, remove it from your theme. The placement element is yours to remove from your theme as well.

Need help

Contact your Compatio representative with your store name and a description of what you are seeing. A screenshot of the app settings and of your storefront helps us respond faster.

Email Id: commerce-dev@compatio.ai