



Configuring Compatio AI Resolve

User Guide

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Configuring Compatio AI Resolve

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

This guide covers every setting in the app and how to check it is working. For first-time setup, see [Installing Compatio AI Resolve — Installation Guide](#).

Before you start

Open the app from **Apps → My Apps → Compatio AI Resolve**.

You will need your **Tenant key** from Compatio, and the ability to edit your theme.

A newly installed store starts switched off. Nothing appears on your storefront until you complete the settings below and save.

Settings

Setting	What it does	What to enter
Enable app	Turns the search bar on or off for your store.	Switch on. While it is off, nothing appears on your storefront and the other settings stay hidden.
Environment	Which Compatio service your store connects to.	Leave as Production unless Compatio asks you to change it.
Tenant key	Links your store to your Compatio account and product data.	The value Compatio gave you. Required — the search bar cannot return results without it.
Primary color	The main text colour used in the search results and chat.	A dark shade that suits your brand. Very light colours are automatically darkened so text stays readable.
Accent color	The highlight colour, used for buttons, links, stock labels and the search bar border.	Your brand's accent colour.
Input placeholder	The prompt text shown inside the AI search bar.	See “Writing the placeholder” below.
Storefront type	Whether your storefront is a BigCommerce theme or your own custom frontend.	Leave as BigCommerce theme unless your store is headless. See “If your storefront is headless” below.
Login URL	Where your storefront's login page lives. Only shown for headless storefronts.	Your login path, for example /login. If this is wrong, shoppers are simply not offered a login prompt.

Setting	What it does	What to enter
Session endpoint	Where the app can check which shopper is signed in. Only shown for headless storefronts.	Your session path, for example /api/auth/session. Only the shopper's email, first name and id are read.
Auto-inject script	Whether the app adds itself to your store automatically, or you add it by hand.	See “Two ways to add it to your store” below.

Select **Save** when you are done. Your changes take effect on the storefront straight away.

Where the search bar appears

You decide. Paste this element into your theme at the point you want the AI search bar:

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

The app shows it in the Placement section with a Copy button.

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.

If the element is missing, the search bar will not appear. This is the most common reason for a blank storefront after setup.

Matching your theme

Put the element next to your search box and the bar copies that box's font, size, colour and height automatically. There is nothing to fill in, and it stays right when you restyle your theme.

Put it anywhere else — or use it instead of your search box — and there is nothing nearby to copy from, so it follows the text styles around it. You can set the look yourself with the CSS in the app's **Optional CSS** section:

```
[data-resolve-search] {
/* --resolve-height: 46px; */
/* --resolve-font-size: 16px; */
/* --resolve-font-family: inherit; */
/* --resolve-font-weight: 400; */
/* --resolve-color: #333333; */
/* --resolve-placeholder-color: #999999; */
/* margin-top: 11px; */
}
```

Every line is commented out on purpose. Uncomment only the lines you want to control — each one you uncomment replaces what the app detects. Spacing around the bar is yours to set.

Writing the placeholder

The placeholder can be a fixed label followed by rotating examples. Put the fixed part first, then a hyphen, then your examples separated by commas:

```
Ask EuroOptic AI - Help me pick a rangefinder for hunting, What scope fits my AR-15?,  
Find binoculars under $500
```

Shoppers see **Ask EuroOptic AI** stay in place while each example types itself out in turn. If you leave out the hyphen, the whole text is shown as a plain label that does not change.

Good examples are real questions your customers ask, and short enough to read at a glance.

Two ways to add the app's script

The script is separate from the placement element. You need both: the script loads the app, the element decides where the bar appears.

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

Auto-inject off. The app removes anything it previously added, then shows a snippet with a Copy button for you to paste into your theme.

If your storefront is headless

Most stores use a BigCommerce theme, and this section does not apply to them.

If your storefront is built with your own frontend — Catalyst or anything custom — set **Storefront type** to **Headless / Catalyst**. Two extra settings appear, Login URL and Session endpoint, because the app cannot work these out on its own the way it can inside a BigCommerce theme.

Both must be paths on your own storefront, starting with a single /. Full web addresses are refused, and so is anything that is not a plain path — this protects your shoppers.

Two things to expect on a headless storefront:

- **Auto-inject may not reach your storefront.** It works on Catalyst 1.1 and above. On any other custom frontend, switch Auto-inject off and paste the snippet into your own template. After saving, the app tells you whether BigCommerce is holding the script — that is not the same as your storefront showing it, so always check your storefront too.
- **Your development team has work to do.** Adding to cart and reading the cart both run through your own storefront code. Until that is in place, shoppers cannot add items from the search results and the assistant cannot see what is already in the basket. Your Compatio contact will provide the details your developers need.

Checking it worked

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-related question and confirm results appear.

If you placed the element inside a search box that only opens when clicked, open the search the way a shopper would — the bar appears as soon as its container becomes visible.

Changing settings later

You can return to the app and change any setting at any time. Save, then reload your storefront to see the change.

One thing to watch: if the app is ever uninstalled and reinstalled, **Environment** resets to its default. Re-enter your value and save before relying on the search bar again. The placement element stays in your theme and does not need to be pasted again.

If something does not look right

What you see	What it usually means	What to do
The search bar does not appear at all	The placement element is not in your theme, Enable app is off, or Auto-inject is off and the snippet was never pasted in	Check the element <code><div data-resolve-search></div></code> is in your theme on that page. Then check Enable app is on. If Auto-inject is off, confirm the snippet is in your theme too.
The bar appears but does not match your theme	It is not next to a search box, so there was nothing to copy from	Set the look yourself using the Optional CSS in the app. Uncomment only the lines you want to control.
Settings look correct, but still nothing appears	Your store's web address may not be approved yet	Reinstall the app from your BigCommerce control panel. If it still does not appear, contact Compatio.
The app says "Saved" but your store looks unchanged	Saving always confirms, even if the change did not reach your storefront	Check your storefront rather than relying on the message. If the search bar is missing, contact Compatio.
The search bar appears more than once	The placement element is in your theme more than once, or there are leftovers from an earlier installation	Check for a second copy of the element. If there is only one, contact Compatio and we will tidy up the leftovers.
Products you expected are missing	Intentional. Products that are out of stock, switched off in BigCommerce, or not in your catalogue are never shown	Check the product's stock level and availability in BigCommerce.
Prices or stock labels look wrong	Your catalogue could not be reached when the page loaded	Reload the page. If it keeps happening, contact Compatio.

What you see	What it usually means	What to do
Saving refuses your Login URL or Session endpoint	The value is not a path on your own storefront	Enter a path starting with a single /, such as /login. Full web addresses are not accepted.
Headless storefront: nothing appears even though the app says the script is in place	BigCommerce is holding the script, but your storefront is not rendering it	Switch Auto-inject off and paste the snippet into your own template instead.

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