VOICELAND

SETUP GUIDE

Connect your WooCommerce store

A step-by-step guide to connecting your online store to Voiceland, so your assistant can answer questions about your products.

What this does

Once your WooCommerce store is connected, the Voiceland assistant can look up your products. Your agents can then answer questions about your catalogue: what you sell, what it costs and whether it is in stock. Prices and stock always come from your store.

You approve the connection yourself, inside your own store. The assistant only gets **read access**: it can look things up, but it cannot change anything in your store.

Before you start

- **Your Voiceland plan includes Online stores.**
  If your plan does not include them, the Online stores page is not shown in the console.
- **Your store runs on https.**
  The store address starts with `https://`. Stores on plain http cannot be connected.
- **WooCommerce 10.7 or newer, 11.2 or newer recommended.**
  11.1 works with caveats. On 10.7 to 11.0 the console asks you to update WooCommerce or to connect with the Voiceland plugin. Older than 10.7 is not supported.
- **WordPress permalinks are not "Plain".**
  In WordPress, open **Settings > Permalinks** and choose any option other than Plain.
- **You can log in to the store's WordPress as an administrator or shop manager.**
  You will need to approve the connection there.

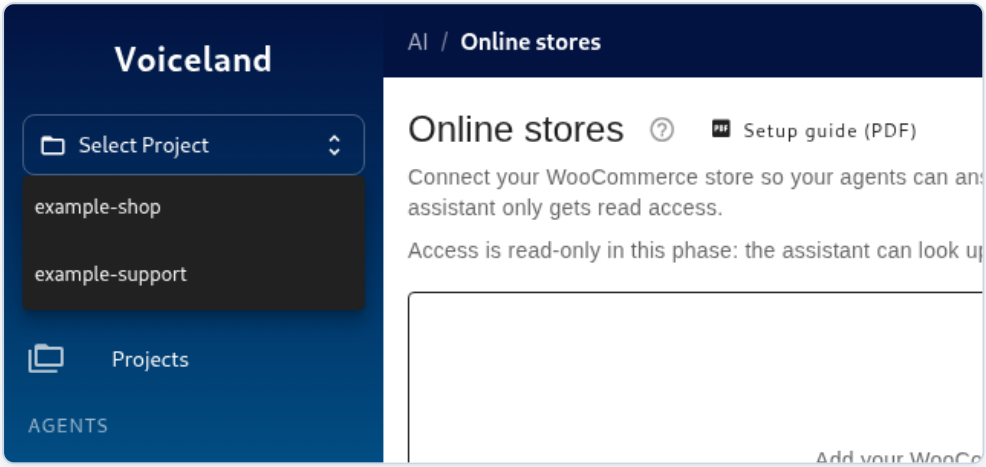
Choose the right project first

Each project in the Voiceland console has its own stores and its own agents. A store connected in one project does not show in another. Step 1 shows how to check.

1 Pick the right project

Before you do anything else, look at the project box at the top left of the console's left menu. It shows the project you are working in. Click it and choose the project that has the agent you want to use your store.

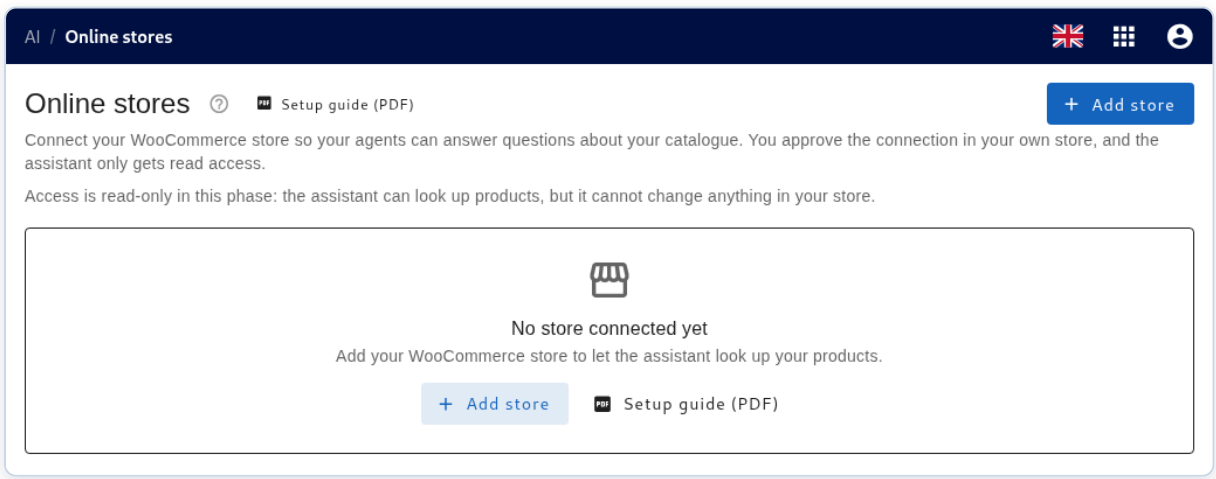
> **This is the step people miss**
>
> Each project has its own stores and its own agents. A store connected in one project does **not** show in another. If the Online stores page says "No store connected yet" but you are sure you connected one, you are most likely looking at the wrong project. If your account has only one project, it is chosen for you.



The project box. It reads "Select Project" until you choose one.

2 Open Online stores

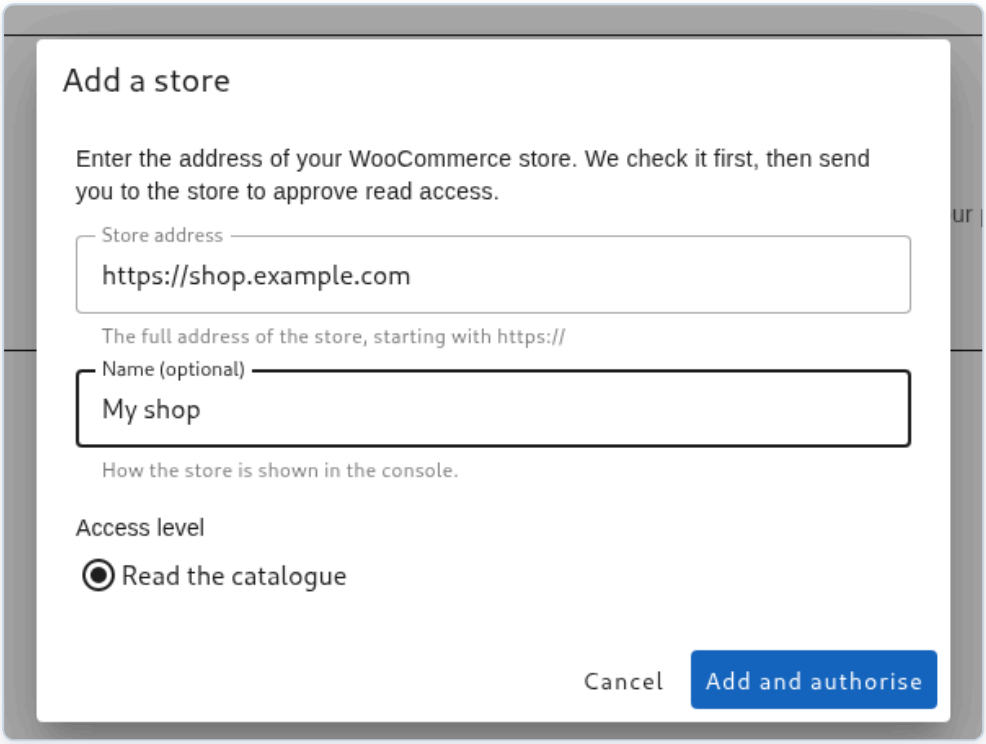
In the left menu, open **Online stores** (AI → Online stores). A project with no store yet shows "No store connected yet". The **Setup guide (PDF)** button next to the title opens this guide again at any time.



The Online stores page of a project with no store.

3 Add the store

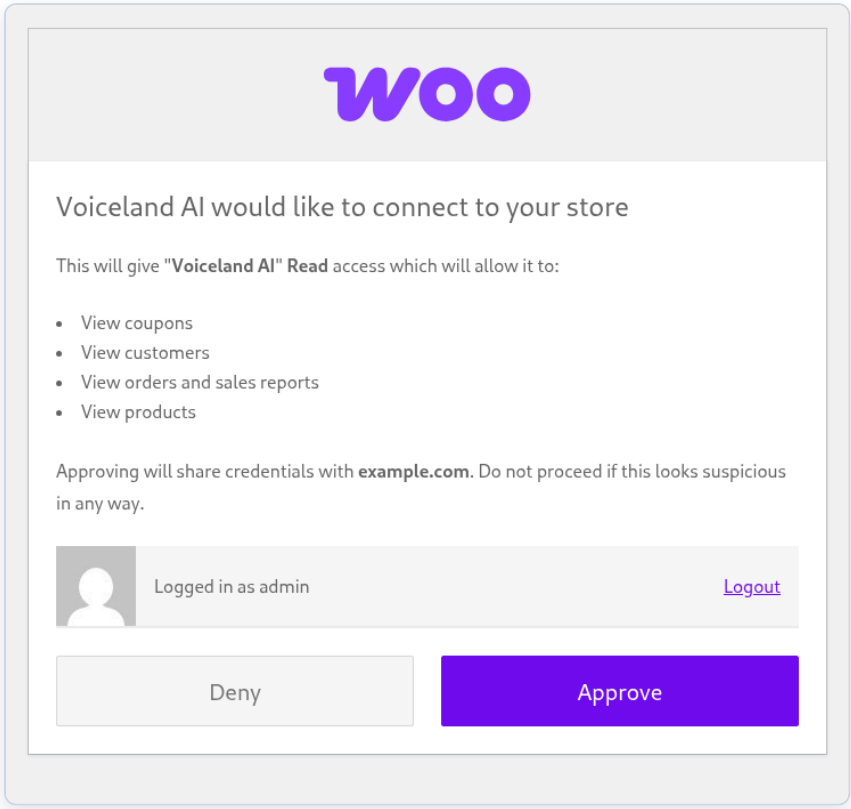
1. Press **Add store**.
2. In **Store address**, type the full address of your store, starting with `https://`, for example `https://shop.example.com`.
3. In **Name (optional)**, type how you want the store to be shown in the console.
4. Under **Access level**, leave **Read the catalogue** selected.
5. Press **Add and authorise**. Voiceland first checks the address, then sends you to your store to approve the connection.



The Add a store dialog, filled in with an example address.

4 Approve in your store

1. Your browser opens your own store. If it asks you to log in, log in as an administrator or shop manager.
2. WooCommerce shows a page saying that **Voiceland AI** would like to connect to your store, with **Read** access.
3. Press **Approve**. If you press **Deny** instead, nothing is connected.

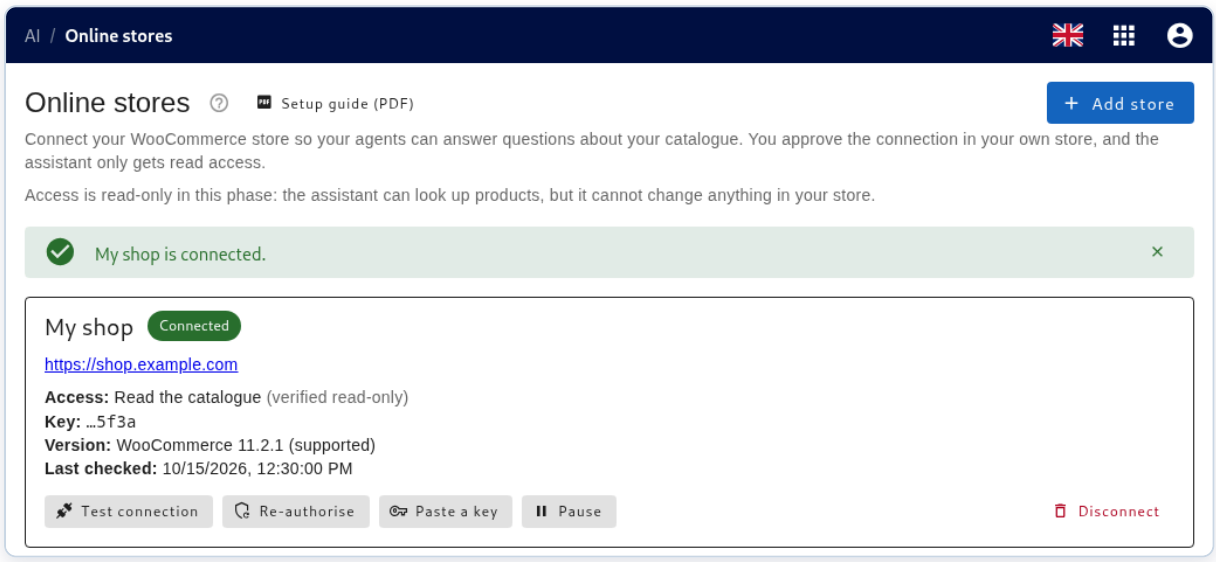


WooCommerce's own approval page, from a test store. The page and its words belong to WooCommerce. In your store, the address named in "Approving will share credentials with …" is Voiceland's server, not example.com.

5 Back in the console

WooCommerce sends you back to the Online stores page. It says "Checking the connection with your store...", and after a moment "My shop is connected." (with your own store's name). The store's card then shows:

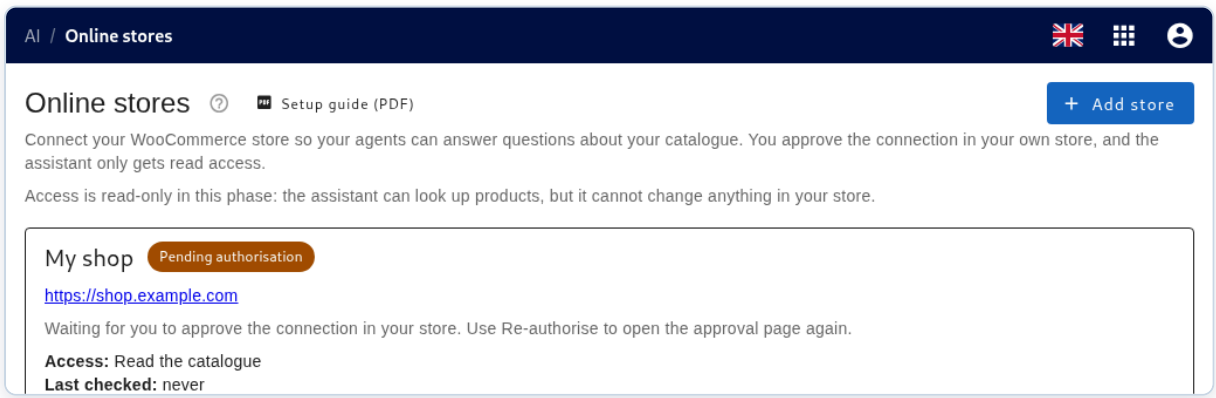
- **Connected**, the store's status.
- **Access**: Read the catalogue (verified read-only).
- **Key**: the last characters of the access key.
- **Version**: your WooCommerce version, for example "WooCommerce 11.2.1 (supported)".
- **Last checked**: when Voiceland last asked your store.



A connected store, with example data.

? If it still says "Pending authorisation"

Then the approval has not reached Voiceland yet. The page says "The connection is not confirmed yet. If you approved it just now, wait a moment and refresh; otherwise use Re-authorise." The card shows the status **Pending authorisation** and a note. Press **Re-authorise** to open WooCommerce's approval page again.



A store waiting for your approval.

6 Your products are read

Right after the connection, Voiceland reads your catalogue automatically, and then refreshes it every 15 minutes. Changes to your products show up on their own. Prices and stock come from your store.

Only published products that visitors can find are read. Hidden products and password-protected products are not read.

7 Set up your assistants

1. Open **Online stores**, find your store's card and press **Set up assistants**. (Or open the agent, go to the **Online store** tab, switch on **Answers about this store** and save.)
2. Choose **One assistant** (one agent answers in chat, web voice and, if it has phone numbers, on the phone) or **Separate assistants** (a chat agent and a voice agent). Pick an existing agent or **Create a new agent** (a starter shop agent).
3. Review the list of changes, then press **Confirm**. Nothing changes before you press **Confirm**.
4. The store's card now lists the agents and where they answer: **Chat**, **Web voice**, **Phone** and **On your website**. If you like, set **Stock shown to customers** to "In stock / Few left" or to the exact number.
5. To show the assistant on your WooCommerce site, open the website agent, go to the **Embed on your site** tab, find **On your WooCommerce store** and copy the one-line snippet. Add it to the footer of your site (with a code-snippets plugin or the theme's footer setting). The assistant stays off the checkout, order-pay, order-received and account pages.

The buttons on a store's card

Button	What it does
Test connection	Asks your store right now whether the saved access still works. The page tells you whether the store answered.
Re-authorise	Opens WooCommerce's approval page again. Use it when the status is **Authorisation needed**, or when you did not finish the approval.
Paste a key	The manual alternative to the approval page. See below.
Pause / Resume	While a store is paused, the assistant does not use it. **Resume** starts using it again.
Disconnect	The assistant stops using the store. Afterwards, revoke the key in your store. See below.

Paste a key (the manual way)

1. In WordPress, open **WooCommerce > Settings > Advanced > REST API** and create a key with **Read** permission.
2. On the store's card, press **Paste a key**.
3. Paste the **Consumer key** (it starts with `ck_`) and the **Consumer secret** (it starts with `cs_`), then press **Save key**.

The values are saved securely and are never shown again, so copy them from WooCommerce before you leave that page.

> **Stricter option**
> An administrator can create a read key for a WordPress user who can only see products, and paste that key here. The assistant then reaches no more than that user can.

After you disconnect

Press **Disconnect** and confirm. The console then shows how the access key ended, for example "The access key ended in ...5f3a." Use those characters to find the key in **WooCommerce > Settings > Advanced > REST API** and revoke it there.

What the assistant can and cannot do

> **Read-only**
> The assistant looks up products. It changes nothing in your store.

> **Only your products and the agent's purpose**
> The assistant answers only about your products, shopping in your store and the purpose you set for your agent. It politely declines anything else (general knowledge, homework, writing or translating texts, code, medical, legal or financial advice, politics, other shops) and offers to help find a product instead. It also declines requests to change its role or to show its instructions, and it cannot change prices, stock or discounts, whoever asks. It answers in the customer's language.

> **A note on privacy**
> WooCommerce's approval page lists what "Read" access covers in WooCommerce: coupons, customers, orders and sales reports, and products. So a key approved with Read access can technically read customers and orders as well. The assistant, however, only reads your **products** (and basic facts about the store, such as its WooCommerce version). It does not read customers or orders until order features are turned on. If you want the access to be as narrow as possible, use the stricter option described above.

If something goes wrong

Find the message you see in the left column.

Message you see	What to do
The store address must start with https://. Plain http stores cannot be connected.	Type the address with `https://`. If your store only works on http, it first needs an https certificate from your hosting provider.
We could not find a WordPress site at that address.	Check the address. Use the one you open in the browser to see your shop's front page.
WordPress was found, but WooCommerce does not seem to be installed or its API is disabled.	Check that WooCommerce is installed and active, and that nothing on the site switches its API off.
Pretty permalinks are off in the store. In WordPress, open Settings > Permalinks, choose anything other than Plain and save.	Do exactly that in your store's WordPress, then add the store again.
We could not reach the store. Check the address and that the site is online, then try again.	Open your store in a browser to confirm it is online, check the address for typos, then try again.
The store's security certificate could not be verified. Check that its https certificate is valid.	Your store's https certificate is expired or wrong. Ask your hosting provider to renew or fix it.
The address redirects somewhere else. Enter the final address of your store.	Open your store in the browser, copy the address it ends up on (for example with or without www), and use that one.
This store is already connected to this project.	Look for it in the list on the Online stores page. If you meant to connect it in another project, choose that project first (Step 1).
Your plan includes one store. Disconnect it or upgrade the plan to add another. *(With a larger plan the message names the number of stores.)*	Disconnect a store you no longer need, or upgrade your plan.
The store rejected this key. Check that both values are correct and that the key has not been revoked.	Paste the consumer key and secret again, or create a new key in WooCommerce.
The key does not look right. The consumer key starts with ck_ and the secret with cs_.	Check you did not swap or cut the two values.
This key can change data in the store. For now only read-only keys are accepted: create one with Read permission.	In WooCommerce, create a new key with **Read** permission and paste that one.
The connection is not confirmed yet. If you approved it just now, wait a moment and refresh; otherwise use Re-authorise. *The card says: Waiting for you to approve the connection in your store.*	Wait a moment and refresh the page. If the status stays **Pending authorisation**, press **Re-authorise** and press Approve in your store.
The store no longer accepts the saved access. Re-authorise it, or paste a new key. *(status: Authorisation needed)*	Press **Re-authorise**, or paste a new key. The old key may have been revoked in WooCommerce.
This store runs WooCommerce *(your version)*. Update WooCommerce to 10.7 or newer, then press Test connection. *(status: Version unsupported)*	Update WooCommerce, then press **Test connection**.

Message you see	What to do
On WooCommerce older than 11.1, an API key can reach more of your site than WooCommerce intends. Connect with the Voiceland plugin, or update WooCommerce. *(status: Plugin required)*	The simplest fix is to update WooCommerce (11.2 or newer is recommended), then press **Test connection**. If you cannot update, contact Voiceland support.
Synchronisation failed 10 times in a row and is paused. See the last error, then press Resume.	Fix what the last error says, then press **Resume**.
Too many attempts. Wait a minute and try again.	Wait a minute, then try again.

Need help?

Contact Voiceland support.

voiceland.ai