

Wavize - Quick-start guide

English | WordPress & WooCommerce | 2.5.10

Connect your WooCommerce store and guide your shoppers with Wavize.

Before you start

WooCommerce must be installed and active before installing or activating Wavize. This edition is exclusively for WooCommerce stores.

Use a publicly reachable HTTPS site, a single-site WordPress installation and an administrator account. The plugin declares WordPress 6.0+ and PHP 7.4+; shopping features need a WooCommerce version compatible with your site (declared minimum: 7.0). The connector is free. The Wavize service requires an account and a paid subscription after any trial.

1. Install the connector

In WordPress, go to **Plugins > Add New > Upload Plugin**. Choose the Wavize ZIP, install it and activate it. Keep only one Wavize connector active. When replacing the private **wavizewordpress** edition, follow the migration instructions in **readme.txt** before deleting anything.

2. Connect your store

Open **Wavize** in the WordPress menu, then select **Connect my WooCommerce store**. Sign in to Wavize or create an account, review the conditions and approve read-only WooCommerce access to catalogue and order data. Return with the same WordPress administrator. No key or script needs to be pasted.

3. Check synchronization

Indexing starts after catalogue access is authorized. The Wavize page in WordPress shows the connection, indexed product count and last completed synchronization. You can leave this page: processing continues in the background, subject to your plan limits.

4. Customize and test

Select **Open Wavize** to configure the assistant in your Wavize account. Then use **View my store** and ask about a real product. Check the product page, variants and cart. For order tracking, use a demonstration order whose reference and email address you know.

WooCommerce is not active yet?

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Everyday use and help

Connection settings are in WordPress. The assistant and subscription are managed in Wavize.

Keep your catalogue up to date

Catalogue, variation and stock updates remain automatic. Retry synchronization is available only after a failed or overdue automatic update confirmed by Wavize. Repeated requests are limited on the server. An unavailable status or a plan limit does not enable a retry.

Three useful checks

The assistant is not visible

Check the connection, HTTPS address, subscription status and quotas in Wavize. Also check site caching and your consent solution, which may prevent the widget from loading.

Some products are missing

Check that indexing has finished, the product limit and the WooCommerce authorization. Review product titles and descriptions used as sources. AI replies may be inaccurate: test important requests.

The connection link has expired

Restart the connection from the Wavize page in WordPress with the same administrator. Never share an API secret, private token or customer data in a public support forum.

Plans, quotas and payments

Review your plan, usage and billing in Wavize. Limits are not configured in this plugin. Reinstalling the connector does not reset a trial, refill quotas or override a service suspension.

Deactivate or disconnect

Deactivating the plugin stops the local widget and preserves settings. **Disconnect this site** stops the widget and attempts to revoke the connection and WooCommerce key. These actions do not cancel the subscription or erase data already held by Wavize.

Data and support

Wavize processes messages to reply to visitors and uses authorized catalogue and order access. Orders may contain personal data. Read **Help & privacy**, the **readme.txt** and the service privacy policy.

[Contact Wavize](#) | [Plans](#) | [Privacy](#) | [Terms](#)

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