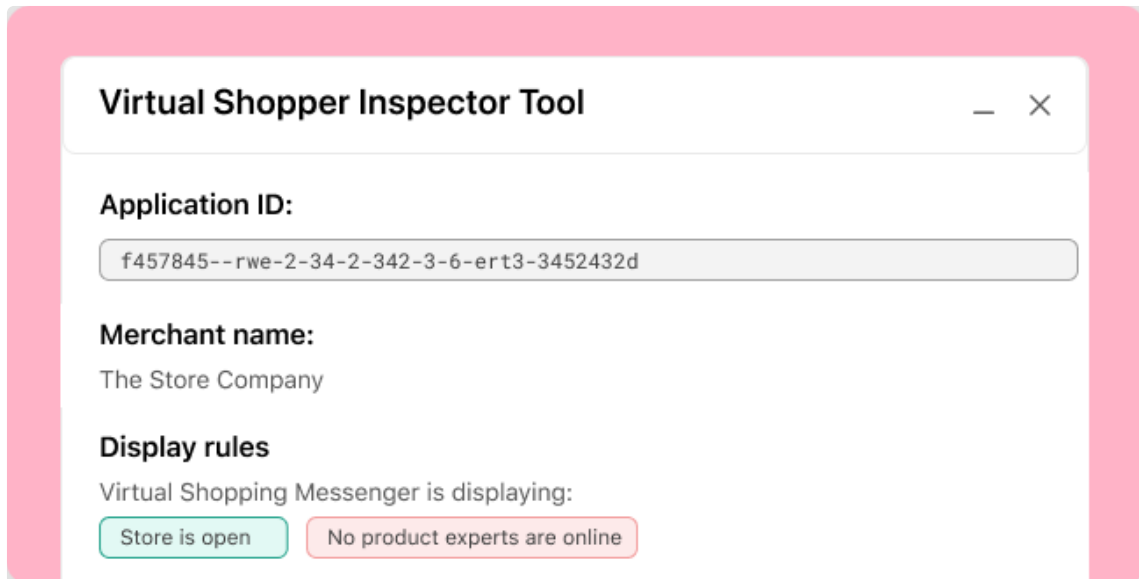



Inspector Tool

Overview

Quickly spot common issues while setting up Virtual Shopping 🕵️



With the Inspector Tool, you can quickly spot common issues when setting up Virtual Shopping. If you are working on Virtual Shopping implementation, **we recommend using this tool to support with a smooth and efficient launch process.**

 All the information you need on how to fix issues identified with the Inspector tool can be found in the [Dev Docs](#).

The Virtual Shopping Inspector Tool loads on any website with the [Virtual Shopping Tag](#) implemented, and displays via a panel on your browser session. To learn how to use the tool and its range of capabilities, jump straight in:



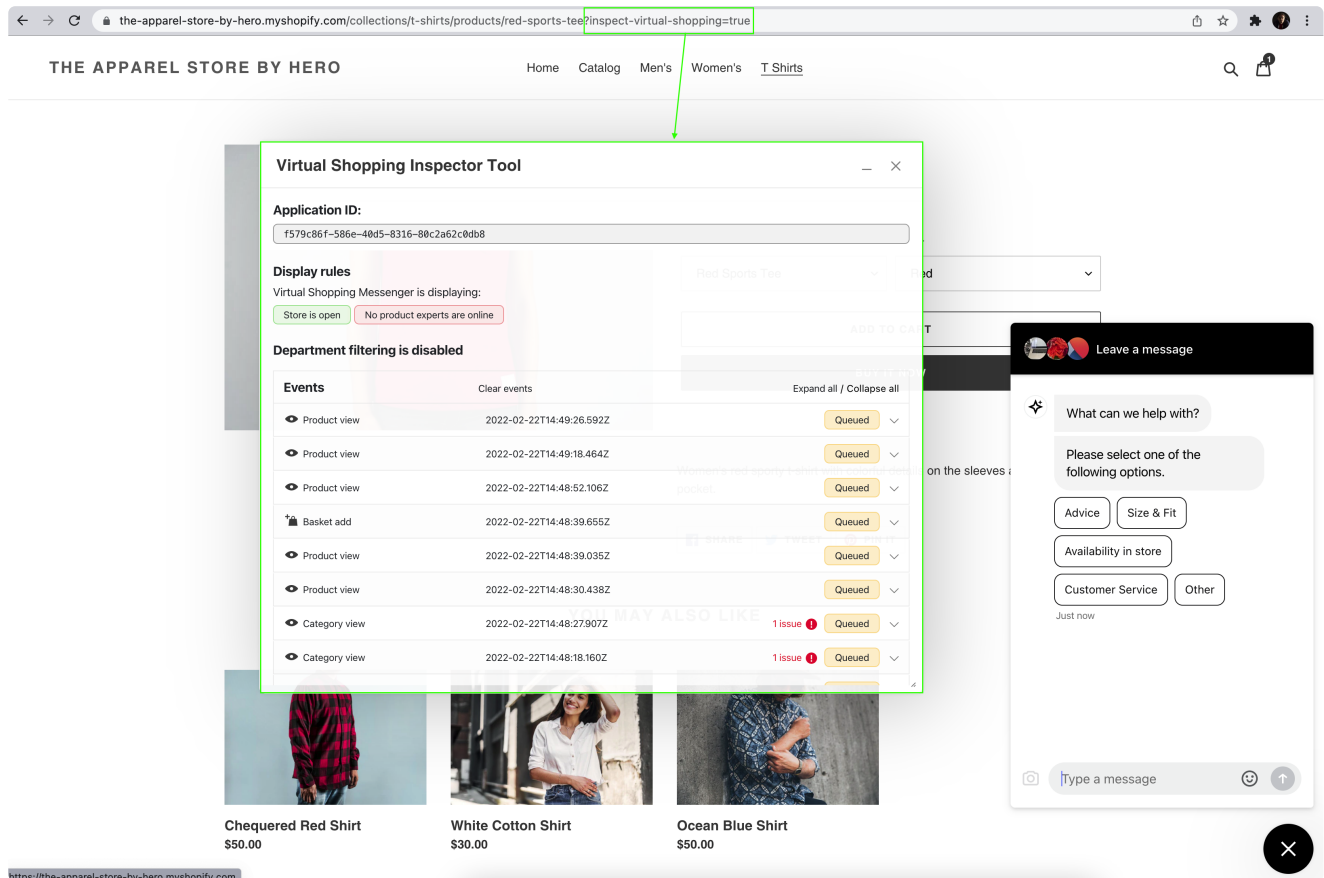
How to load the tool



What you can inspect

How to load the tool

How to open the Inspector Tool



How to load Virtual Shopping Inspector Tool

Firstly, open the website where you have added the [Virtual Shopping Tag](#) and [Shopper Events](#).

Then add `inspect-virtual-shopping=true` to the end of your URL as a query parameter, and reload the page.

i For example:

`https://mywebsite.com/uk/index.html?inspect-virtual-shopping=true`

You will only need to do this once per website (domain). If you have multiple subdomains/environments open, you will need to load this separately on each browser. You will also need to do this if you clear the website cookies or each time you use Incognito Mode. After the first load of the Inspector Tool, the browser will remember that it was loaded and it will then load it automatically across all the pages of the website where the Virtual Shopping Tag is added.

What you can inspect

The Inspector Tool can check for common issues in 3 key areas:



Check Application ID & Merchant Name



Check Display Rules



Check Shopper Events

Additional features (dependent on setup) can be viewed to troubleshoot any issue:



Check Department Filtering configuration



Other Information

Check Application ID & Merchant Name

Checking if the right App ID is in place

You can use the Inspector Tool to check the **Application ID (App ID)** used to load the on-site chat on your website. This can be used to ensure the correct Staging or Production App ID has been used to launch Virtual Shopping.

The **Merchant Name**, which corresponds to the Application ID, will be displayed. This provides additional confirmation that the correct application ID has been implemented.

Application ID:
f457845--rwe-2-34-2-342-3-6-ert3-3452432d
Merchant name:
The Store Company

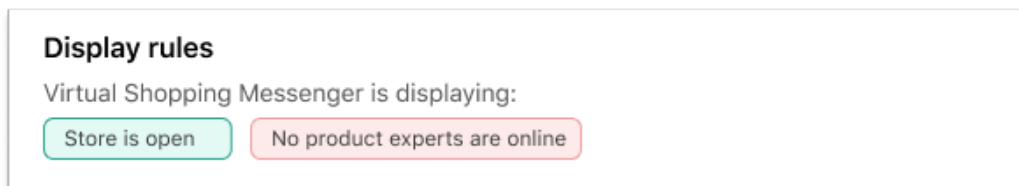
If no App ID has been added, the message **No Application ID found** will display. If this happens it's a good idea to check that your team has deployed the correct **App ID**.

⚠ Your App IDs would have been sent to you when you began the setup process. If you are unsure what your App ID is, please get in touch with your Customer Success Manager

Check Display Rules

Checking why Virtual Shopping is not displaying

The Display Rules section helps you understand whether or not the Virtual Shopping chat is displaying on your online store. Getting a clear view of what rules are in place you can help you quickly understand if there is an issues as a result of unwanted rules being in place, or if Virtual Shopping is behaving as expected.








Display Rules indicate:

- if the store is open / closed
- if there are product experts online
- if all product experts are busy
- if the leads queue is full
- display rules (pages allowed or denied to display the on-site chat)
- Geo-restrictions (if enabled)

Any rules that allow Virtual Shopping chat to display are shown in green. Rules that do not allow the chat to display are shown in red.

Check Shopper Events

The Events section lists all of the recorded [Shopper Events](#) since a shopper started their browsing session.

Events		Clear events	Expand all / Collapse all	
 Product view	2023-01-10T09:51:01.244z		Queued	▼
 Purchase	2023-01-10T09:51:01.244z		Queued	▼
 Category view	2023-01-10T09:51:01.244z	3 issues 	Sent	▼
 Search	2023-01-10T09:51:01.244z		Failed	▼

Results Panel

There are 3 columns in the results panel:

Events	Timestamp	Status
The event name. If the event name is not supported, <code>Invalid</code> will display instead.	The timestamp when the event was created.	The status of the Track Shop Event.

Statuses

If issues are detected with an event, the Inspector Tool will indicate this before the status value.

There are 4 possible statuses:

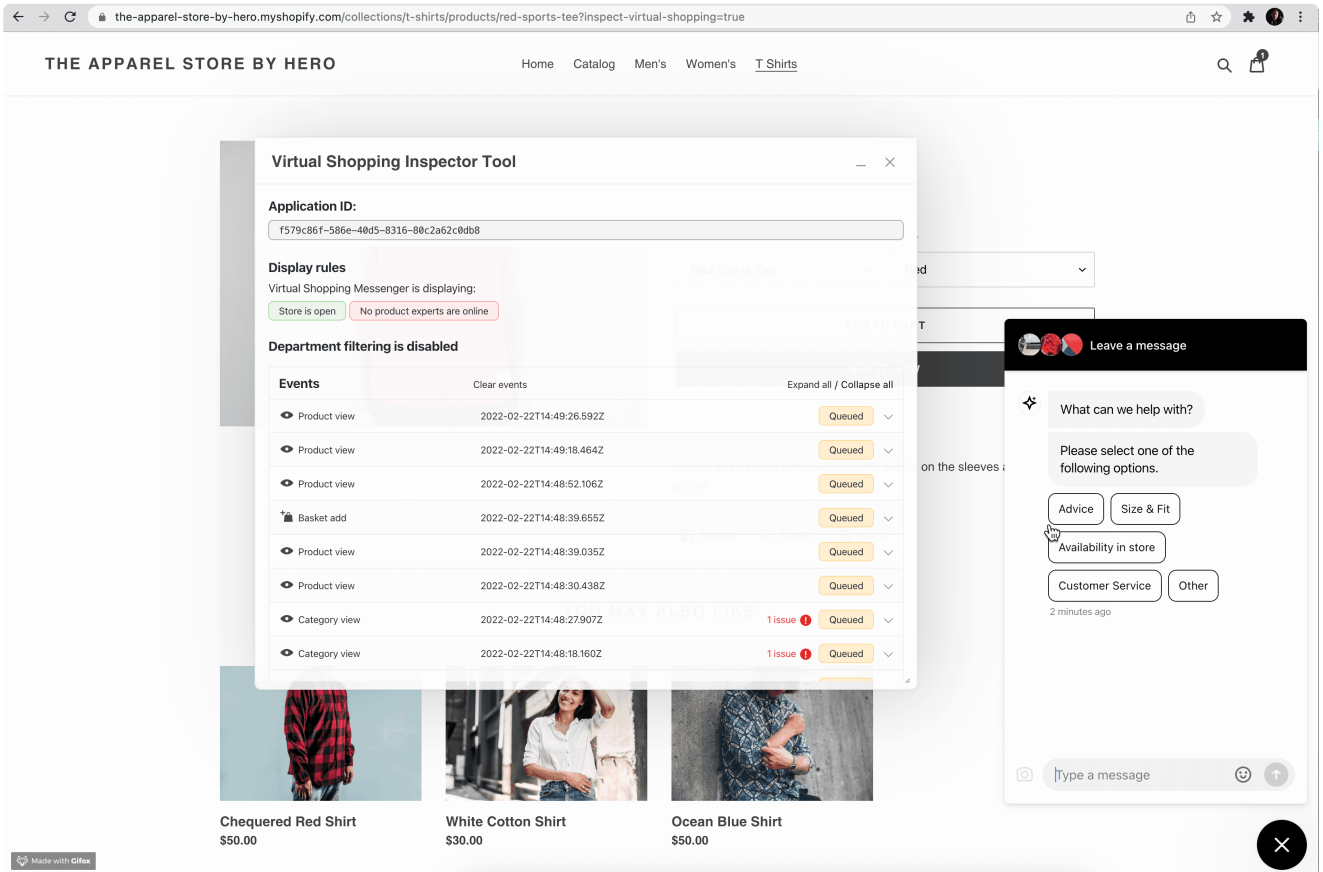
Status	About
Queued	The events that have been recorded in the browsers local storage but not yet sent to Hero / This happens when the visitor is browsing the website but has not yet started a chat. If the shopper never starts a chat, these events will not be sent to Virtual Shopping. Once a chat has started the Product Expert will be able to see another items the customer had been looking at to better understand browsing habits.
In Progress	The event is being sent to the Hero API. This is only a temporary status whilst the events are being sent to Virtual Shopping.
Sent	Events that were successfully sent to the Hero API
Failed	Events for which the Hero API responded with an error.

Here are some examples of a **Failed** status and the reason for that failure:

Failed status

Payload Details

You can expand or collapse an event by clicking on it to see more information about the payload of that event.



Subsections of a Payload

Depending on the event type, the details of an event can have multiple subsections. For example, a Product View event will have a [Product Array](#) subsection, and a Purchase event will have both a [Purchase Array](#) and [Product Array](#) subsection.

Each subsection has 4 columns:

Field	About
Property	The name of the field from the payload.
Type	The type of the value of the property.
Value	The value of the property. If there is no value for property a message "BLANK" will be displayed.
The validation result for the property	This can be one of the following icons: Green tick The property is valid Red X The property is invalid Dash This is an optional property for which a value was not provided

Here is an example of a valid payload without issues:

Events
Clear events
Expand all / Collapse all

Product view
2022-02-22T13:23:22.655Z
BUY Queued ^

Product Details: Ocean Blue Shirt (#1606771579)

Property	Type	Value	
id	String	1606771579	✓
name	String	Ocean Blue Shirt	✓
image	String	https://cdn.shopify.com/s/files/1/0515/0402/1661/products/young-man-in-bright-fashion_925x_5f9172b9-bcd2-4ae4-99ed-098fd14843b4_925x.jpg?v=1606771579	✓
price	Number	50	✓
currency	String	USD	✓
brand	String	partners-demo	✓
category	String	Shirt	✓
variant	String	Ocean Blue Shirt / Ocean Blue	✓
location	String	https://the-apparel-store-by-hero.myshopify.com/products/ocean-blue-shirt	✓

✓ No issues found.
Copy to clipboard
Download

Here is an example of a payload with validation issues:

In this example, the `location` field has a value that is not supported as it doesn't begin with "http".

Events
Clear events
Expand all / Collapse all

Category view
2022-02-22T14:06:38.289Z
1 issue ! Queued ^

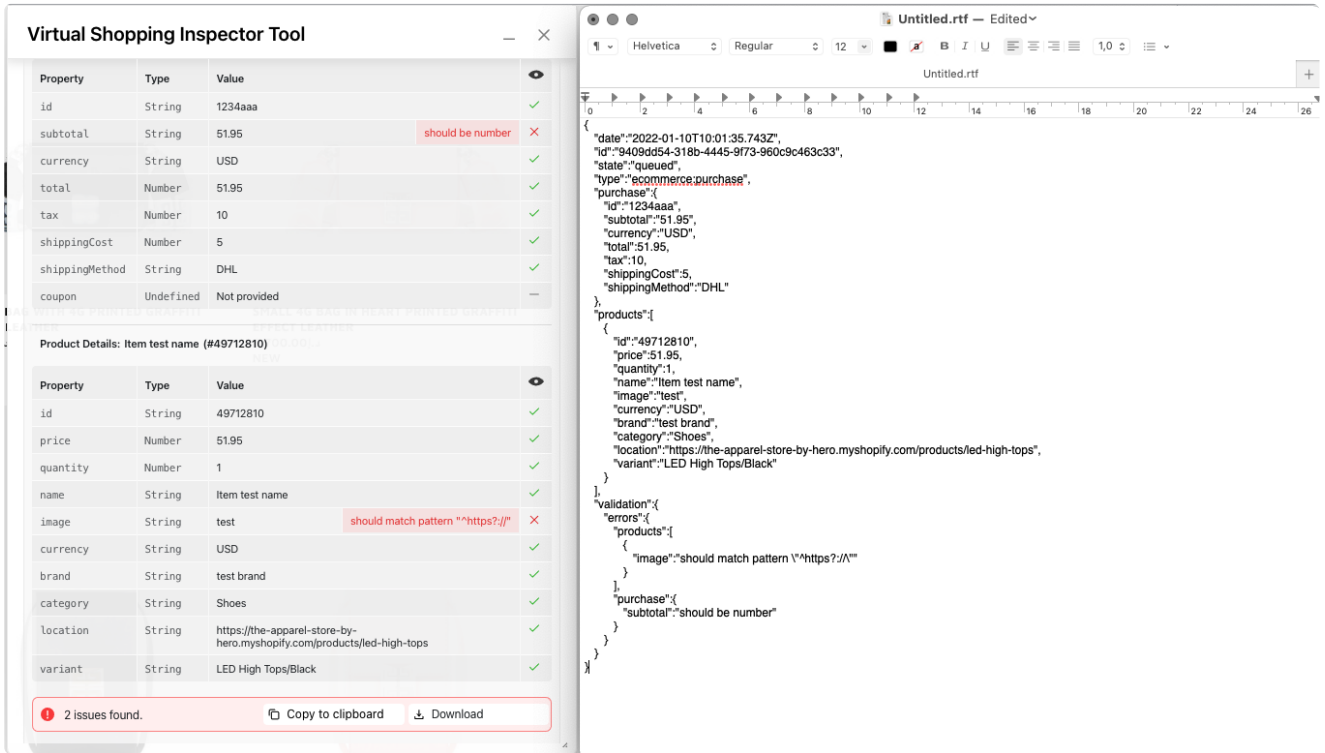
Property	Type	Value	
type	String	event	✓
action	String	category-view	✓
value	String	T-Shirts	✓
location	String	/collections/t-shirts	✗

! 1 issue found.
Copy to clipboard
Download

Copy or Download Event Payload

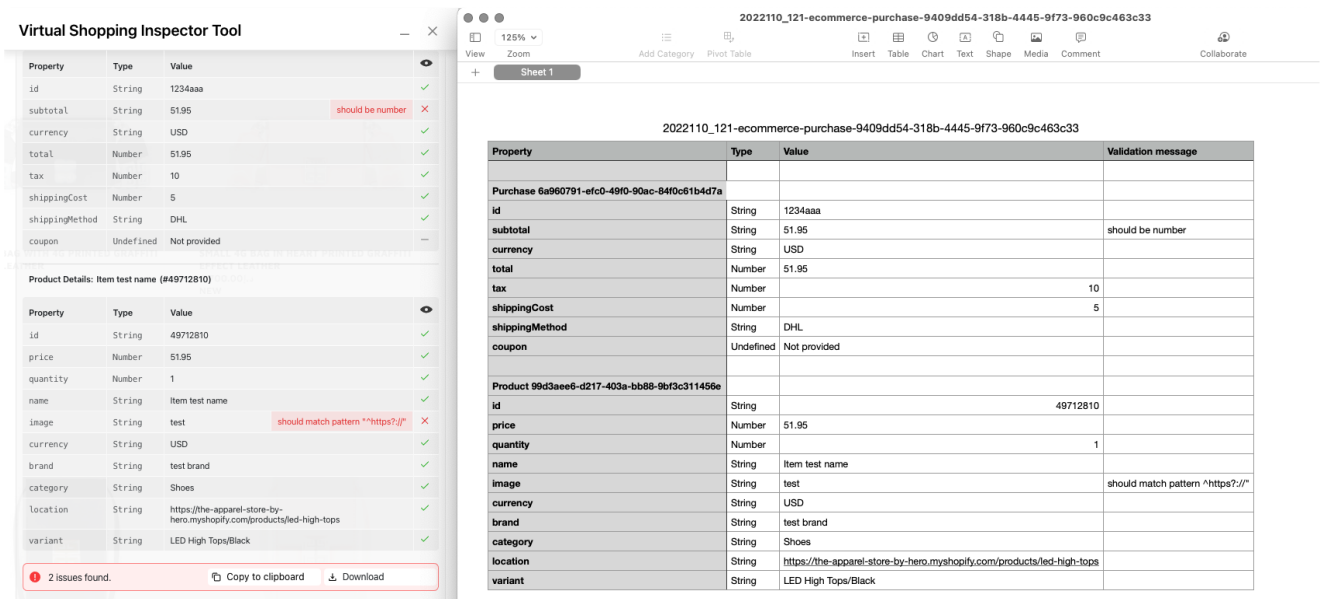
Copy Event Payload

Clicking the **Copy to clipboard** button will copy the event payload as a JSON to the clipboard such that it can be pasted into an email/ticket/document.



Download Report

Clicking the **Download** button will save a CSV file with the event details and validation messages so that the report can be easily shared via email/ticket/document.



Check Department Filtering configuration

Department Filtering can allow you to restrict which departments are shown to the shopper on the chat. The filtering can be applied to single or more pages throughout your site. More information on this configuration can be found [here](#).

If no Department Filtering is applied on the page, the Inspector Tool will indicate this.

Department filtering is disabled

Should you have Departments filtered on a particular page the Inspector Tool will display the configuration and constraints. Click on the department to see the constraint details.

Virtual Shopping Inspector Tool



Application ID:

069a5a96-e683-4c73-b6ea-d434eff736ce

Display rules

Virtual Shopping Messenger is displaying:

Store is open

Product experts are online

Department filtering is enabled

2 department(s) allowed / 0 department(s) denied

Filters

Expand all /
Collapse all

Allow

Menswear (ID: 43a0B7JDdY)

1 Constraint ▾

Allow

Women's Accessories (ID: xEK2m5oLQD)



Made with Gifox



Any errors that are detected will be described. Should you require further support with any errors please reach out to your Customer Success Manager.

Department filtering is enabled

0 department(s) allowed / 2 department(s) denied

Department with id xEK2m5oLQDX doesn't exist. Please check departments.

Filters		Expand all / Collapse all
Deny	Menswear (ID: 43a0B7JDdY)	1 Constraint 
Deny	(ID: xEK2m5oLQDX)	

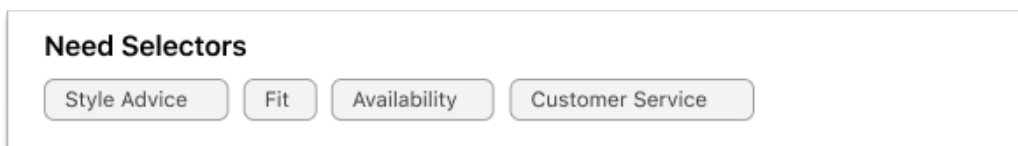
Other Information

There is additional information that Inspector Tool can show you if these are set up. This may be useful when completing the testing of Virtual Shopping, or indeed to check the setup at any time.

Need Selectors

Need Selectors are prompted to the shopper in the on-site chat to guide them through the correct chat journey. Inspector Tool will display the Need Selectors configured for your account in the order shown to the shopper.

Currently, the Need Selectors cannot be managed in the Dashboard. To request any changes, please contact your Customer Success Manager.



Customer Service

Should the Customer Service link be enabled, the full URL can be seen. The link is also clickable to test if the correct URL has been set in the dashboard.

If the link does require updating this can easily be done in the dashboard, or alternatively please contact your Customer Success Manager.

