

FAQs and support

Virtual Shopping FAQs and support



Get answers to all your Virtual Shopping questions.

From questions about getting set up on the Store App to how to customize the look and feel of the shopper-facing Virtual Shopping experience, we've got you covered in our FAQs.



[On-site Chat FAQs](#)



[Dashboard FAQs](#)



[Store App FAQs](#)

Get technical support.

We've put together troubleshooting guides looking at some of the most common issues you might face, in addition to advice on how to resolve these without the need for additional technical support. Check them out here:



Troubleshooting guides

If you need help from our Virtual Shopping technical support team, please first take a look at the information we'll need from you to investigate the issue quickly and efficiently:



How to submit a ticket for Virtual Shopping technical support

Once you've gathered all the information needed, here you'll find details on how to get in touch:



Contact Virtual Shopping support

FAQs

On-site Chat FAQs



How Shoppers experience On-site Chat

✓ How do shoppers start chats?

Wherever On-site Chat is displayed on your website, shoppers will be able to click or tap on the launcher button in the lower right corner of the screen to request a chat with your team. Their request will be routed to any available members of your team nearest to them where possible.

✓ When will my online shoppers see Virtual Shopping?

By default, On-site Chat will only be displayed to online shoppers when one of your team members is available in the Store App to accept their chat request. This ensures that shoppers are connected to an available team member as soon as possible without waiting.

✓ What can shoppers see about the team members they chat with?

When your team connects with a shopper in a Virtual Shopping chat, the shopper will be able to see their first name, their store location, and their profile picture. Of course, through video calling, shoppers will be able to see whatever your team members show them, for example, products from the shop floor up close.

Implementing On-site Chat

✓ **Will Virtual Shopping slow down the website once integrated?**

No. Our JS code loads asynchronously, ensuring all priority website content is loaded before Virtual Shopping starts to load. Learn more [here](#).

✓ **Is there a strict timeline for launching Virtual Shopping?**

No. Merchants have complete control over the timeline to launch. Any timelines we provided or detailed in these docs are simply guides rather than rules. The [Supported Launch Guide](#) is a detailed step-by-step instruction manual for your launch path.

✓ **How do I receive support while launching Virtual Shopping?**

In the first instance, please complete the Technical Support form located in the [Onboarding Support Hub](#). If you have not received a response within the respective SLA (dependent on the request type), please contact your CSM for escalation.

✓ **What PDPs should we deploy Virtual Shopping on?**

We recommend you deploy the Virtual Shopping JS code across your whole website. This will mean that a shopper's chat will follow them through their entire shopping journey. Additionally, you can customize whether or not On-site Chat is displayed on certain pages using our allow/deny URL list.

Managing On-site Chat

✓ **Does Virtual Shopping only track payments made through Klarna?**

No. Virtual Shopping tracks any sales on your website, as purchase tracking should be implemented for all payment methods available at checkout.

✓ **Can I manage which pages Virtual Shopping appears on?**

By default, On-site Chat will appear on your website's homepage, collections pages, and product pages. This helps ensure that your team receives the most qualified requests for chats, as shoppers starting chats on these pages are less likely to request customer service-type assistance. You can fully customize where shoppers see On-site Chat and can start a chat in your Display Settings.

Shopify plugin

✓ **Can we customize the look and feel of On-site Chat if we've installed Virtual Shopping through Shopify?**

Yes. You will receive access to a configurations sheet within 48 hrs of installation where you can customize the color of the widget and Saved Replies for product experts. We can also walk through the capabilities to make updates on your own!

✓ **Can we create additional tracking events through the Shopify plugin after installation?**

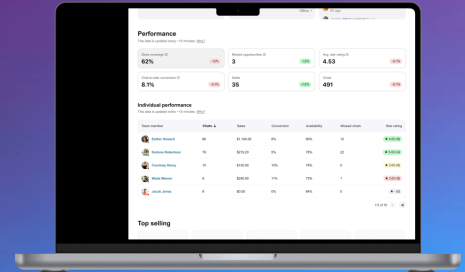
No. The Shopify integration automatically supports the Product View Event and the Purchase Event, i.e. whenever a shopper looks at a product page Additional Events are not currently supported for Shopify.

✓ **How can we monitor performance?**

You'll have access to both the Shopping App Dashboard and Virtual Shopping Dashboard. Here, you'll be able to see detailed analytics and metrics to track overall performance and team performance.

Dashboard FAQs

Dashboard FAQs



Shopify integration

✓ **Can we customize the look and feel of Virtual Shopping in Dashboard?**

Yes! After you install Virtual Shopping, you'll be able to access the Virtual Shopping Dashboard in addition to the Virtual Shopping Dashboard directly in Shopify. Across both, you can customize the appearance and some of the text for On-site Chat as it appears on your website to get it looking and feeling on-brand.

✓ **Can we create additional tracking events post-installation?**

No – the Shopify integration supports the Product View event and the Purchase event. Additional events are not supported for Shopify.

✓ **How can we track performance for Virtual Shopping?**

The Dashboard will be your best friend! Here, you'll have access to analytics and metrics tracking Virtual Shopping sales, chats, feedback from shoppers, and more – in addition to options to manage and customize the experience and your teams' access.

Chat settings

∨ **How many chats can experts be active in simultaneously?**

In Dashboard, you can set the current number of chats that your team can be active in at any one time. By default when you launch, the maximum will be set at 3, which we found to be the sweet spot for most merchants when testing simultaneous chat functionality, however, you can set this number between 1 and 20. Experts can benefit from increased chat coverage, though ideally without it becoming stressful.

∨ **What is the default max. number of chats at launch?**

At launch, the default is 3, meaning that your experts will be able to be in up to 3 active chats at any one time. You can change this at any time.

∨ **What should experts do if the max. number of chats is too high?**

The maximum number of chats is a limit and does not mean that experts will need to be in this many chats at all times. For example, if the maximum is set at 5, but the expert is currently in 2 active chats that require a lot of focus and time, they don't need to accept further incoming chat requests. They can simply set themselves as unavailable to stop receiving further requests and go available only when they're ready for more.

∨ **What is the recommended maximum number of chats?**

This will depend on several factors including demand for chats, the size of your team, and how busy it gets on your shop floor if you have stores. During testing, we found the sweet spot to be around 3-5 chats, but we recommend reviewing this with your team and experimenting to find what's best for you.

∨ **Where can we edit the max. number of chats in Dashboard?**

In Dashboard, go to the Virtual Shopping Store App settings section. Here, you'll be able to set the maximum to between 1 and 20.

Store settings

∨ **What is the difference between store name and public name?**

Public name is the name your shoppers will see for your store. Store name (or “internal name”) is the name your team will see when looking at store details in the Store App.

∨ **How quickly do changes to store settings go live?**

Any changes you make to Store Settings in the Dashboard should be live in the Store App and/or On-site Chat within 5 minutes.

Manage Team notifications

∨ **How can I sign up for Manage Team email notifications?**

From the right-hand side of the Manage Team section of your Dashboard you will see a bell icon. Click the bell icon to display a ‘Manage Notifications’ modal window. From this window, you can search for Dashboard users with Manage Team access to sign them up for email notifications.

∨ **How frequently will I be sent Manage Team email notifications?**

Once signed up for email notifications you will receive one email every 48 hours if there are pending product experts that require approval for the Virtual Shopping Store App. If there are no product experts pending approval, no email notifications will be sent.

Email notifications will be sent at 10:00 UTC.

∨ **What information will email notifications contain?**

Email notifications will indicate how many product experts are pending approval. A link from the email received will take the user straight to the ‘Manage Team’ section of the Dashboard so any product experts can be approved to use the Virtual Shopping Store App.

∨ **Can I sign anyone up for Manage Team email notifications?**

You will only be able to sign up users with a Dashboard account that already have access to the Manage Team section of the Dashboard.

All emails sent will come from the email address: no-reply.virtualshopping@klarna.com

∨ **How do I unsubscribe from Manage Team email notifications?**

You can click on the unsubscribe link from any email notification you receive to stop receiving further email notifications.

∨ **Will a Dashboard user still receive notifications if their account has been deactivated?**

No, if a Dashboard user's account is deactivated, we automatically remove them from the subscription list for email notifications.

∨ **Am I able to change how frequently I receive email notifications?**

No, currently all email notifications will be sent at 10:00 UTC.

Product feed

∨ **Where can I find more information about Product Feeds and the possible errors?**

Check out the page "Integrate Product Feed" page in our Developer Docs linked at the top of this page.

If you're sent an error report, we'll include the following links to documentation covering different error types and how to resolve them: [General Validation Errors](#) and [Field-specific Errors](#). You can also find this documentation in the Developer Docs.

✓ **Are Product Feed Error Reports mandatory for all Virtual Shopping Merchants?**

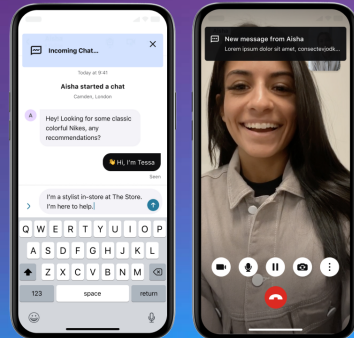
These reports are intended to help merchants quickly resolve issues with Product Feeds and avoid resulting problems for product experts. If you would not like to receive reports, please let us know. These reports are intended to help merchants quickly resolve issues with Product Feeds and avoid resulting problems for product experts. If you would not like to receive reports, please let us know.

✓ **Who will receive the error reports?**

We'll ask you to provide details for a contact person or persons who will be notified of errors via email during the set-up process. These may be technical team members who are best placed to quickly resolve any issues. We'll ask you to provide details for a contact person or persons who will be notified of errors via email during the set-up process. These may be technical team members who are best placed to quickly resolve any issues.

Store App FAQs

Store App FAQs



Signing up and logging in

▼ Where do I download the Store App?

To get started, first you need to ensure you have downloaded the Store App onto your iOS or Android device. Download from the App or Play Store.

Please use the following links to go to the correct App Store or Play Store page to download the Store App directly. This is so that you download the correct app from the Klarna family of apps.

[Store App for iOS](#)

[Store App for Android](#)

You will also need the unique retailer invite code. Your invite code should be provided to you by your manager. It is a 7-character invite code that's unique to your company. Once you have downloaded the application on your device, tap Create Account to begin the registration process, where you will need to enter the invite code and provide an accessible email address that will be used as your username. Then just follow the steps in order to create your profile and complete your onboarding.

✓ **How do I create my Store App account?**

After you've downloaded the Store App onto your mobile device, you will also need the unique retailer invite code. Your invite code should be provided to you by your manager. It is a **7-character invite code** that's unique to your company.

Once you have downloaded the application on your device, tap Create Account to begin the registration process, where you will need to enter the invite code, provide an accessible email address which will be used as your username and then just follow the steps in order to create your profile and complete your onboarding.

[Check out our video tutorial here.](#)

✓ **I'm not able to register on the Store App. What should I do?**

If you are having issues registering an account on the Store App, please ensure you have updated the application to the latest version on your iOS or Android device. Also, make sure you have the correct invite code which should be provided to you by your manager.

This is the 7-character invite code that's unique to your company. If you're still having issues, double-check your email to make sure it's correct – and if you may have previously signed up, remember that you can only set up one Store App account per email or username, so you may need to reset your password instead.

If you've followed these steps and are still having issues registering, please get in touch with us at help.virtualshopping@klarna.com.

✓ **Why can't I log in to the Store App?**

Firstly, you'll want to make sure you're running on the latest version of the application.

If you are, the second step is to make sure you are using the proper email address used to sign up for Virtual Shopping.

If you are unsure which email address you used, please contact our support team at help.virtualshopping@klarna.com.

[Check out this video for steps to follow if you're having trouble logging in.](#)

∨ **What do I do if I forget my username or password?**

We're more than happy to help with any login issues. If you've forgotten which email address you have on file, please let us know via a support ticket. If you've forgotten your password, simply follow the steps to reset your password on the login page. When beginning this process, an email with a 5-digit verification code will be sent to your on-file email address, which will let you reset your password.

∨ **How do I reset my password?**

Firstly, make sure you're using the right email address that you used to sign up for your account in the first place (as your username).

On the sign-in screen, enter your email address, and when you're asked for your password, select "Forgot your password?". You should be sent an email with a code to reset.

If you're using the correct email and are still unable to reset your password, contact us at help.virtualshopping@klarna.com.

[Check out our video tutorial here.](#)

∨ **Can I change my username?**

Yes, you can! After you've signed in to the Store App, on the home screen, tap the 3 dots in the top right of the screen. Then select account and edit email address. Done!

∨ **Is it possible to log in to one account from multiple devices?**

You can sign in to the Store App on multiple devices. However, incoming chats will be received on each device you're logged in to, and all actions such as claiming chats, sending greetings, and product cards will be mirrored on each device. You will not be able to have separate chats with different customers on different devices.

∨ **How do I log in with SSO?**

Some organizations will allow sign-in through SSO, i.e. using the same credentials you use to access other tools. Here's how it works:

1. Open the Store App, and select "Sign in" on the login screen.
2. Enter your Store App username (i.e. email).
3. In the background, the Store App will check whether your email address can be logged in with through SSO. If it's possible, you'll be automatically redirected to your company's SSO login screen.
4. Log in as you normally would.
5. When you've entered your SSO details correctly, you'll automatically be logged in and taken to the Store App homescreen.

∨ **Why can't log into the Store App with SSO currently?**

If you aren't able to log in with SSO (and you've confirmed that this is possible within your organization), go through the following steps before contacting the Virtual Shopping technical support team for assistance:

- 1) Check if you are able to log in directly to your organization's SSO server successfully outside of the Store App.
- 2) Double check and confirm the username being used to log in to the Store app and ensure it's the same one you use for SSO.
- 3) If you still can't log in, please take a screen recording of you attempting to log in with SSO (or screenshots if not possible), and get in touch with us at help.virtualshopping@klarna.com with all the details.

∨

Availability and claiming chats

∨ **How do I go available?**

When you open the app, you can tap on the button marked “Go Available” to go available. To ensure that customers are not left waiting without a response, make sure you only ever go available when you're ready to accept a chat.

∨ **Going available isn't working for me. Why?**

Outside of your store's opening hours, you will not be able to go available, so try again next time your store is open.

∨ **How do I know when a new chat is waiting?**

You'll receive a push notification when a new customer has started a chat. Make sure you have your notifications for the app enabled on your device or you won't be alerted when a customer chats.

∨ **How do I accept a chat?**

When you've received a new chat, it will come through in the form of a countdown. To accept the chat, press the button marked “Claim,” before the timer runs out.

∨ **I'm unable to claim incoming chats for some reason. What should I do?**

Make sure you're on the most recent version of the Store App, and update it if necessary. The Store App requires a strong and stable internet connection to work, so also make sure your connection is strong. If you're confident that your connection is strong and your app is up to date but you're still unable to claim chats, write to us at help.virtualshopping@klarna.com with details on what happened, when, and how strong your internet connection is.

✓ **Why am I not receiving any incoming chat requests?**

There may be quiet periods when online shoppers aren't currently requesting chats. Also, remember – every chat request is shown to several people in your team who are also available, so it may be that others in your team are still receiving incoming requests.

In the meantime, make sure that you've set yourself as available, that your notifications are on, and that your device is not on silent so you can hear any incoming notifications for chats. It's also worth checking that you've fully closed any finished chats in case they are still open, which could be preventing you from receiving more requests.

✓ **Why do others often accept requests before I get a chance to?**

Chats are served to multiple team members at the same time to give the customer the best chance to quickly connect with an expert. Sometimes, a chat will be accepted by another team member before you have the chance to claim it. If that happens, tap 'done' and you'll be taken back to your home screen. Make sure you have notifications turned on and your volume is up so you can hear any incoming chats.

✓ **I missed some chats and now I've been set to offline automatically. Why?**

If a chat is not accepted by anyone in your team within 90 seconds, it becomes a 'missed chat'. If you receive 3 chat requests in a row that become missed chats, you will be automatically set as unavailable. This helps to ensure that no future customers are left unanswered. When you're ready to start claiming chats just tap 'Go Available'.

During chats with shoppers

✓ **What can I see about my shopper?**

You will see your shopper's name in the header of your chat, along with their location and how recently they were active on the website. By tapping the shopping bag icon in the top right corner you'll also be able to see any products they've viewed on the website and if they've purchased anything.

✓ **How can I see what my shopper is viewing?**

When you first enter into a chat with a customer, you'll see a drop-down panel that allows you access to view what your customer is viewing on the site. You can tap the shopping bag icon at any time to see what your customer has viewed.

✓ **How do I send a product card?**

Product cards are a great way to convert a customer. Every time you recommend a product, send an accompanying product card. This will link your customer straight to the web page when they tap on it. You can search product cards by category, and product keywords (ie. Black Jacket), or use the barcode scanner if you have the item in front of you to pull up the right card.

✓ **What if I can't find the product I'm looking for?**

All the products on the website can be found in your product search. You'll be able to search by item category, by item keyword, or use the barcode scanner to pull up the product you need. If you can't find a specific product try searching a few different search terms to find it, it may be categorized differently online than how you'd expect.

✓ **How do I send a photo or video?**

Firstly, in your device's setting, make sure that photo and video permissions are allowed for the Store App.

Tap on the camera icon and the camera roll on your device will appear. Select the photos you'd like to send from your pre-populated camera roll or tap the photo panel to take a new photo. You can slide the panel to the left or to the right to switch to video.

Once you've taken the photo or video, you can retake it or send it to your customer. When it has been received, the "seen" message will display below the image or video. If your connection is slow, it may take a little longer to send.

∨ **How do I invite my customers into the store?**

Invite your customer into your store by sending a calendar invite. Tap the calendar icon, give your appointment card a title (eg. Suit fitting), and then set a time and date for the appointment. The location will automatically be pre-populated with the location of your store, however, you can change this if you happen to be in a different location. Once sent, your customer can add this to their calendar to remind themselves, as can you.

∨ **How do I send a saved reply?**

Tap the Saved Replies icon to pull up pre-populated responses to frequently asked questions. Here you will find responses to refunds, shipping, and customer service-related questions. Simply choose the response you'd like to send to your customer, and then click send.

∨ **How do I finish a chat?**

Once you've chatted with your customer and you're ready to end the chat, tap the arrow in the top left-hand corner and you'll see the dropdown on actions. Tap "Finish Chat" and you'll be returned to your chat screen ready to accept a new chat when it arrives. If you end a chat prematurely, a customer can always restart it; they'll be reconnected with you if you're still available in the app.

∨ **How long should I wait before ending the chat?**

Once you've finished answering, and the conversation has been concluded, feel free to end the chat.

Video calling

∨ **Why can't I make video calls?**

If you attempt to video chat with a customer and it is unsuccessful, there may be a chance that either you or your customer do not have a strong enough connection. Check your own connection and ask the shopper to check theirs, and try again.

✓ **What happens if I get cut off during a video call?**

If you are disconnected while in a video chat, you can retry with the customer straight away. Shoppers should not refresh the web page while on a video call with you, as this will disconnect the video chat.

✓ **Can I video call while in multiple chats?**

Yes, you can, but only with one shopper at a time. You may decide to focus on one chat for the time being if you want to make a video call, but you'll still see notifications for other chats and messages you receive while on the call.

Chat management

✓ **How do I transfer a chat?**

We always recommend you aim to finish any chats you start yourself, however, from time to time you may need to transfer a customer over to another location or someone with a different set of expertise. Make sure you always let your customer know why you're transferring them. Tap the arrow in the top left corner and choose "Transfer Chat" from the drop-down. It will give you a list of available team members by location to choose from.

If no one is available, you won't be able to transfer the chat. Select the team member you'd like to pick up the chat; you'll then need to write an internal note on why you're transferring the chat. Your customer will never see this note. Once you've clicked "Transfer", the team member you're transferring to will have a limited time to accept the transfer so your customer isn't waiting for a prolonged amount of time. It will tell you once the chat has been successfully transferred, or if no one has been able to accept the chat.

✓ **How do I block a customer?**

If a customer becomes abusive or makes you feel uncomfortable, you can block them by tapping the "Block" button from the end-of-chat drop-down. The customer will not be told they have been blocked, but they will not be able to interact with the chat on the website anymore. Always advise your Manager if this occurs. If a customer has been blocked for an unsuitable reason, the support team can reverse this.

✓ **How is my customer notified if I respond to an offline message?**

Depending on what information they provided in the chat box, they'll either be sent an email or a text message with a link directing them back to the website, where they'll be able to view your response.

✓ **Why does my app say "Store closed"?**

In this case, it's likely you're trying to log in to the Store App outside of your store's opening hours. If it's during opening hours, check with your manager or Virtual Shopping admin.

✓ **Can multiple product experts chat with shoppers at the same time?**

Each shopper can only speak with one product expert at a time. They can be transferred between experts, but they won't be able to speak with more than one at once. However, experts are able to chat with multiple shoppers simultaneously depending on the retailer's settings.

✓ **How many shoppers can I speak with at once?**

While it's possible for you to chat with multiple shoppers at once in the Store App, each retailer sets this limit independently – some may allow a maximum of 5 active chats, whereas others may limit it to one at a time.

Remember, if you're in more than one chat, you'll only be able to video chat with one shopper at a time. You're not under any obligation to accept the maximum number of chats either, for example, if you're speaking with one or two shoppers who need more dedicated attention in chat.

It's also important to make sure you properly end chats when you're finished, as any open chats will count towards the limit and not closing them properly could prevent you from getting more incoming requests.

Sales attribution

✓ **How are sales tracked?**

You will be attributed with a sale for any items your customer purchases after your chat that are within the attribution window configured by your retailer. This is typically set at one or more days. If a shopper speaks to multiple members of your team on the same day, the last person they spoke to will have the sale attributed to them.

✓ **I assisted a customer and the sale hasn't been recorded on my account. Why?**

If a shopper mentions to you that they've checked out and you don't see this tracked in your archive or performance metrics, it may mean they checked out on a different device or browser. Unfortunately in these cases, there's no way for us to track the sale.

However, you have evidence that the shopper made the purchase on the same device and browser as your chat and it wasn't tracked, let our team know so that we can investigate. Write to help.virtualshopping@klarna.com with the following information: Your Name, Customer Name, Order/Item Description, Order Sales Value, Item(s) ordered, Order ID Number, Order Date, Order time

Alternatively, if you transferred the shopper to chat with a coworker, or another product expert connected with them separately after you, the sale will have been attributed to them rather than you as the last point of contact.

Shopper feedback

✓ **How can I view my performance?**

You can view your performance at any time on the home screen. Here you'll be able to see the number of customers you've spoken to and your average star rating.

Products Catalog

✓ **Why can't I see any products in the Catalog section?**

Within the product search, you'll be able to search by item name, category, or keyword. If you can't find a specific product, it may be categorized differently online than how you'd expect, try searching by different terms or looking in other categories. If this feature is switched on for your retailer, you may also be able to scan the barcode to find the item – look for the scan icon in the search bar.

If you are unable to locate the product following these steps, please contact our Klarna Virtual Shopping support team at help.virtualshopping@klarna.com with details of any items you are unable to locate, including the SKU or product description so we can investigate further.

✓ **Why can't I see which products my shopper is looking at?**

The Store App tracks a number of things, including which products shoppers are looking at. You should normally be able to see what any shopper you're chatting with has viewed and purchased, however, if you don't see anything yet, the shopper may have started the chat from a page where no item was tracked.

If you recommend a product to your customer and they view it then you should see the tracking event for this. If you consistently do not see these events or you see events that have missing details (for example no image or product name), contact Klarna Virtual Shopping support and provide as much detail as possible, including screenshots, so we can investigate.

✓ **Why do the details for some products not match the listings online?**

There may be a 24-hour lag time for products to update in the Store App after the online listing is updated. If you're still noticing mismatches or there are major discrepancies, please contact the Store App support team with the SKU and details of the product so we can investigate further.

Contacts

✓ **Why is my customer unable to opt in following an invite to email Contacts?**

If your retailer has configured Virtual Shopping to be able to do so, you'll be able to invite shoppers to join your contacts through email. You continue chatting through the Store App, and they receive messages and respond through their email.

They'll need to opt-in and provide a valid email address to join your contacts. Contact support if a shopper is having issues with accepting an invitation to join with their email.

∨ **Why is my customer unable to opt in following the invitation to SMS Contacts?**

If your retailer has configured Virtual Shopping to be able to do so, you'll be able to invite shoppers to join your contacts through SMS. You continue chatting through the Store App, and they receive messages and respond through text messages.

They'll need to opt in and provide a valid phone number to join your contacts. Contact support if a shopper is having issues with accepting an invitation to join with their phone number.

∨ **Why is my customer unable to opt in following an invite to WhatsApp Contacts?**

If your retailer has configured Virtual Shopping to be able to do so, you'll be able to invite shoppers to join your contacts through WhatsApp. You continue chatting through the Store App, and they receive messages and respond through WhatsApp.

They'll need to opt in and provide a valid phone number to join your contacts. Contact support if a shopper is having issues with accepting an invitation to join with their phone number through WhatsApp.

∨ **Why is Contacts not available for me in the Store App?**

Not all retailers enable Contacts for their teams, so check with your manager if it's a feature of the Store App your team is currently using. If contacts should be available, please ensure you are using the latest version of the application on your device and then contact support with any supporting evidence of the missing contacts icon so the support team can assist further.

Technical issues with the Store App

∨ **How do I see which version of the Store App I'm using?**

Whenever you want to report an issue, it's essential to let us know which version of the Store App you're using. Go to the main menu from the Store App home screen, and at the bottom under the Klarna logo, you'll see the current version number.

∨ **How do I update my Store App?**

Head over to your app store and check for any available updates. If there is an available update for Virtual Shopping, it will appear for you to select.

✓ **I'm getting an error message when attempting to open the Store app. How can I get past this?**

The easiest way is to make sure you're running on the latest version of the app. You can check this by viewing the app details and version on the Store App page in your App store. If there are no available updates, be sure to check your connection.

A weak phone or Wifi signal may cause connectivity issues in Virtual Shopping. If your internet connection isn't strong, then you may experience delays or difficulty doing certain things on the app. Be sure to check that your wifi or cellular connection is strong, as this is the most common cause of problems. If you continue to receive error messages, please contact Virtual Shopping Support.

✓ **Why can't I accept or finish the chats I receive?**

This issue can almost always be attributed to a connection issue. The Store App requires a cellular or WiFi connection to work. Should your connection be weak, certain functions within the app may prove to be unresponsive.

If you feel that your connection is adequate and you're still experiencing these issues, please contact our support team, with a detailed description of your experience.

✓ **What if I lose connection while using the Store App?**

Your phone will automatically start using your cellular data (unless your settings are set to disallow cellular service when off of WiFi).

If you don't have access to a cellular connection either, then you won't be able to chat with customers, and other in-app features will be limited. Try moving to an area where you will reconnect in order to resume using the app.

✓ **What if the app freezes while I'm in a chat?**

Please take a screenshot to capture any error messaging that appears. To resolve the app freeze, hard close the application and reopen it. If you have any questions or concerns or experience any issues, please contact our support team.

✓ **What do I do if the app crashes?**

If this happens, try opening the app again and continue using it as normal. If the application continues to crash, start by making sure you are on the latest version of the application within your device's app store. Please submit any issues, questions, or concerns to our support team.

✓ **What happens if my battery runs out during a chat?**

Always make sure that your battery has at least 25% charge before going available or starting a chat to avoid running out of battery during a chat. If you do run out of battery during a chat session, once you plug in or recharge your battery, you'll be able to resume chatting with your customer; you won't have been disconnected.

✓ **Why am I not receiving notifications from the Store App?**

Notifications are used to alert you of incoming chats and sales.

In order to turn on notifications for iOS devices:

- Go to your device's "Settings"
- Find and select the Store App
- Select "Notifications"
- Turn on "Allow Notifications".

In order to turn on notifications for Android devices

- Go to your device's "Settings"
- Select "Apps & Notifications "
- Find and select the Store App
- Select "Notifications", and turn everything on.

If you're still not receiving notifications, please contact our support team.

Feedback for Virtual Shopping

✓ **How do I share my awesome ideas about making Virtual Shopping even better?**

We deeply appreciate and value the thoughts and feedback we receive from those that use our app the most! If you have any ideas you'd like to share, follow the steps through our "Give Feedback" section. In the email, be as detailed as you'd like with any suggestions or ideas provided.

Get support

Contact Virtual Shopping support

When you come across an issue, check out the FAQs in the section in case we've already got an answer to your question.

If you can't find the answer you need, or you would like to share feedback with us, email the Virtual Shopping Support team at help.virtualshopping@klarna.com. If you're in the Store App, you can quickly do this by opening the Side Menu and tapping 'Get Support'.

So we can help you, make sure you provide the following:

- Your name and the name of your company.
- Date and time of the occurrence.
- Description of the issues you are having, along with screenshots if possible.
- Confirm the email address you would like to receive a reply on.
- Device details including the Device type and Store App version if applicable.

!! Before you submit a ticket, please take a look at the following page with full details on what to include in a ticket or support request. This will help us get all the information we need to help you quickly and efficiently:



[How to submit a ticket for Virtual Shopping technical support](#)

Contact the support team for help with the following topics...

Geo-restrictions

The VS technical team can implement geo-restrictions for specified countries, cities, postal codes, or IP addresses where only ongoing chats are displayed or On-site Chat is not displayed.

Needs selector

The needs selector allows shoppers to select a reason why they're requesting a chat. Get in touch with us to set this up and customize it.

Product Feed

We can help review and validate product feeds in addition to updating the cadence of product feed auto-indexing. We can also adjust the feed location.

Non-customizable strings

Get in touch if you want to update any non-customizable strings for On-site Chat outside of the Appearance tab under the On-site Chat section of the Dashboard.

Departments order and deactivation.

Let us know if we can change the order or deactivate any departments you've set up.

Deactivate stores.

We can assist with deactivating stores.

Email shoppers permissions.

If you would like to switch on the option to contact emails via email, let us know.

Access to Dashboard.

Get in touch if we can give other users in your organization access to the Virtual Shopping Dashboard.

Amend Store App accounts

Get in touch if you need us to allow Store App users to access the catalog or require small adjustments to their accounts. We can also update employee IDs and anonymize Store App accounts if needed.

Enable Privacy Policy

Depending on your company's privacy policy needs, we can set up custom strings for an optional privacy policy pop-up.

How to submit a ticket for Virtual Shopping technical support

Here, we'll detail out all the steps and details we need to be able to quickly and efficiently investigate any issues you encounter depending on where you encounter the issue.

Store App Issues

In order for the Virtual Shopping Technical Support Team to support any technical queries related to the Store App, there are KEY pieces of information required to fully investigate any issues raised.

KEY information required to provide the appropriate support for Store App technical support queries includes:

- **The Full Name of the affected individual(s) and their email address used to login as this allows us to accurately locate the specific accounts.**
- **Merchant Name, Region & Store Location this allows us to further investigate based on the appropriate merchant instance, region, or store location.**
- **Supporting evidence in the form of screenshots and videos allows for a fuller, more real-time view of the issue and steps leading to the problem, which will aid with a faster resolution.**
- **Date and time (including timezone) the issues occur is required as this allows for the VS technical support teams to look into the records based on the specified timeframes in order to pinpoint the issue.**
- **Steps leading to the issue will aid any replication and understanding of the issue for our technical teams.**

It is always important to specify the platform the issue relates to (for example, the Store App, Dashboard, or On-Site chat) as these issues are separate and are investigated differently. See guidance related to Dashboard or Onsite chat related issues.

Common issues

Devices

Different devices can behave differently with the Store App, so it is important for us to know which specific device is being used, as well as the Device software version.

Store App Version

New store app version releases are common, and we always need to know which Store App version this issue occurred under in order to understand or replicate the issue. Where users have an older version of the app, the first step will be to ensure they are on the latest version of the application, dependent on iOS or Android.

Earlier versions of the Store App may contain bugs that have been addressed in later/current versions of the app.

Store App Feature

It's important to pinpoint exactly which feature of the Store App the issue is occurring on, as well as the exact steps leading to the issue, as this will aid any replication and understanding of the issue for our technical teams.

It is important to provide this required information and as much additional context as possible to help us to get a quick resolution on the issue. When reporting an issue, if you've already done some troubleshooting, make sure to communicate this with us so we can consider these steps taken in our response.

Required information

KEY information required to provide the appropriate support for Store App technical support queries includes:

What info we need	Why we need it
Full Name of affected individual(s) & email address used to login	This allows us to accurately locate the specific accounts.
Merchant Name, Region & Store Location	Allows us to further investigate based on the appropriate merchant instance, region or store location.
Store App version	New store app version releases are common, and we always need to know which Store App version this issue occurred under in order to understand or replicate the issue. Where users have an older version of the app, the first step will be to ensure they are on the latest version of the application, dependent on iOS or Android. Earlier versions of the Store App may contain bugs that have been addressed in later/current versions of the app.
Device and Device Version	Different devices can behave differently with the Store App, so it is important for us to know which device is being used.
Device Software Version	Device software interacts with the Store App in different ways, so knowing the software version can help us troubleshoot.
Platform issue relates to	It is always important to ensure we clarify whether we are talking about a Store App account issue as issues related to Dashboard accounts or other platforms are separate and will be investigated differently.
Feature issue relates to	It's important to pinpoint exactly the feature that is not working as this will aid any replication and understanding of the issue for our technical teams.
Steps leading to issue	If we know the steps leading to the issue, this will aid any replication and understanding of the issue for the technical teams.
Supporting evidence highlighting steps leading to actual issue (Preferably in the form of a video or screenshots)	Supporting evidence in the form of screenshots and videos allow for a fuller picture of the issue and can lead to a faster investigation and resolution. We always recommend providing videos as this gives the most detail.
Date/Local Time issue occurred	Knowing the exact date and time the issues occur allows for the VS technical support teams to look into the records based on the specified timeframes in order to pinpoint the issue.

the issue.

Dashboard issues

Required information

KEY information required to provide the appropriate support for Dashboard technical support queries includes the following:

What info we need	Why we need it
Full Name of affected individual(s) & email address used to login	These pieces of information allow us to accurately locate the specific accounts.
Merchant Name, Region & Store Location	Allows us to further investigate based on the appropriate merchant instance, region or store location.
URL used to login to Dashboard	There are two instances of the Dashboard, US and EU, and it is important to know which URL is being used so we can validate if it is the correct one.
Platform issue relates to	It is always important to ensure we clarify whether we are talking about a Dashboard account issue as issues related to Store App accounts or other platforms are separate and will be investigated differently.
Dashboard Feature	It's important to pinpoint the correct feature in Dashboard which is not working so that we can ensure we are spending time investigating the correct feature.
Steps leading to issue	If we know the steps leading to the issue, this will aid any replication and understanding of the issue for the technical teams.
Supporting evidence highlighting steps leading to actual issue (Preferably in the form of a video or screenshots)	Supporting evidence in the form of screenshots and videos allow for a fuller picture of the issue and can lead to a faster investigation and resolution. We always recommend providing videos as this gives the most detail.
Date/Local Time issue occurred	Knowing the exact date and local time the issues occur allows for the VS technical support teams to look into the records based on the specified timeframes in order to pinpoint the issue.

Other Technical Support Scenarios - (ie On-Site Chat) Bug/Incident

Required information

Key information required when submitting non-Store App or Dashboard BUG/INCIDENT tickets (where applicable).

What info we need	Why we need it
Full Name, email address, or username (Where Applicable)	These pieces of information allow us to accurately locate the specific accounts.
Merchant Name, Region, & Store Location	Allows us to further investigate based on the appropriate merchant instance, region, c store location.
Platform issue relates to	It is always important to ensure we clarify what platform we are talking about - is it the on-site chat? Data API? Something else?
Feature issue relates to	It's important to specify the feature that is not working within the described platform as this will aid any replication and understanding of the issue for our technical teams.
Steps leading to issue	If we know the steps leading to the issue, this will aid any replication and understanding of the issue for the technical teams.
Supporting evidence highlighting steps leading to actual issue (Preferably in the form of a video or screenshots)	Supporting evidence in the form of screenshots and videos allow for a fuller picture of the issue and can lead to a faster investigation and resolution. We always recommend providing videos as this gives the most detail.
Date/Local Time issue occurred	Knowing the exact date and local time the issues occur allows for the VS technical support teams to look into the records based on the specified timeframes in order to pinpoint the issue.

Other Technical Support Scenarios - (ie On-Site Chat/Dashboard) Task/Request

Required information

Key Information required when submitting non Store App TASKS tickets (where applicable).

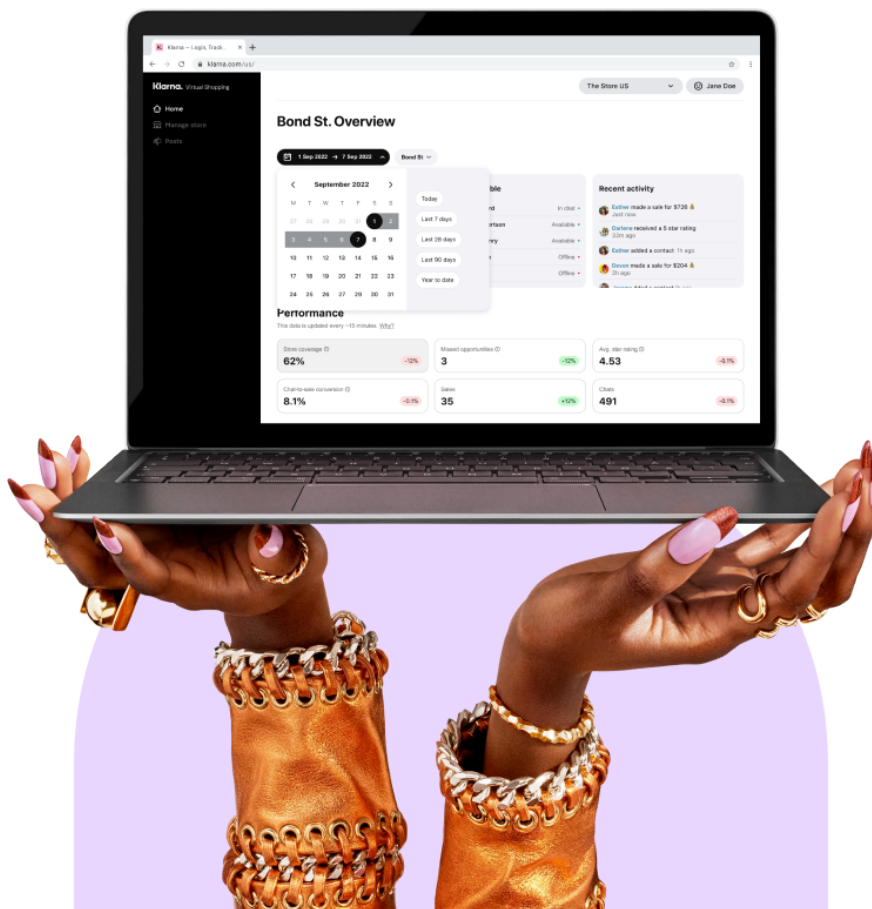
What info we need	Why we need it
Merchant Name, Region, & Store Location (Where Applicable)	This lets the team know who is asking for this item and where we need to implement any changes.
Merchant Environment (Where VS is deployed) - Staging or Production?	It is always important to specify the environment for the requested change so this can be actioned accordingly.
Platform and/or Feature issue relates to	It's important to specify the platform and/or feature the request relates to.
Expected Outcome	What is the desired outcome of completing this task? What is the end goal? This will assist us in ensuring the task is complete with the end goal in mind.
Supporting media or documentation to complete the task	The supporting documentation or media, like spreadsheets or screenshots, are sometimes essential for completing the task, so please ensure they are provided in required format.

Virtual Shopping Dashboard self-service configs

Quickly find the right place for a range of tasks.

Not sure where to find where to do something in Virtual Shopping such as deactivating a team member's Store App account, changing your Privacy Policy URL, or customizing On-site Chat plugin text?

We've put together a list of common tasks you may wish to do and exactly where you'll be able to do these. If you can't find what you're looking for, write to us at the email address above to let us know.



Go to the Virtual Shopping Dashboard.

Here's what you'll be able to do within each section...

Analytics

1. Scroll to the bottom of the Analytics pane.

Export all data regarding sales, active days, contacts, etc., from a selected period	<p>1 Scroll to the bottom of the Analytics page.</p> <p>2 Select Export Data.</p>
Export all the chats from a selected period	<p>1 Scroll to the bottom of the Analytics page.</p> <p>2 Select Export Chats.</p>

Manage team

Assign product experts to a store	<p>1 Go to the Pending tab under Manage Team.</p> <p>2 Select Add Store.</p>
Assign product experts to a team.	<p>1 Go to the Pending tab under Manage Team.</p> <p>2 Select Add Team.</p>
Approve an associate to join the Store App.	<p>1 Go to the Pending tab under Manage Team.</p> <p>2 Change state from Pending to Approved.</p>
Deactivate an associate and remove Store App access.	<p>1 Go to the Approved tab under Manage Team.</p> <p>2 Change state from Approved to Deactivated.</p>
Activate an associate	<p>1 Go to the Deactivated tab under Manage Team.</p> <p>2 Change state from Deactivated to Approved.</p>

Manage Stores

Create a new store.	<p>1 Select Create Stores button.</p>
Edit a store's details, e.g. name, address, timezone, opening hours.	<p>1 Select Edit next to the relevant store.</p>

Settings

See an overview of all accounts, including your

<p>See an overview of all accounts, including your invite code and appID.</p>	<ol style="list-style-type: none"> 1 Go to Accounts Overview
<p>Manage expert accounts for the Store App, including:</p> <ul style="list-style-type: none"> • Account name. • Allowing new experts to add their internal employee IDs when signing up. • Setting the max. Number of active chats at any one time. • Editing, adding and removing saved replies for frequently asked questions. 	<ol style="list-style-type: none"> 1 Go to Store App.
<p>Customize the appearance of Virtual Shopping On-site Chat on your website, including:</p> <ul style="list-style-type: none"> • Setting supported languages. • Customizing with your brand colors. • Allowing shoppers to send photos and videos. • Updating your privacy policy URL. • Updating your terms and conditions URL. 	<ol style="list-style-type: none"> 1 Go to On-site Chat. 2 Select the Appearance tab.
<p>Customize text for Virtual Shopping On-site Chat on your website, including:</p> <ul style="list-style-type: none"> • Terms and message preferences. • Customizing the On-site Chat header. • Customizing the welcome message. • Providing a link and button to connect with Customer Service instead. 	<ol style="list-style-type: none"> 1 Go to On-site Chat. 2 Select the Text tab.
<p>Manage on which pages On-site Chat is displayed on your website.</p>	<ol style="list-style-type: none"> 1 Go to Manage Display.
<p>Manage your account settings, including:</p> <ul style="list-style-type: none"> • Setting the timezone for reporting. • Customizing whether On-site Chat displays when teams are busy. • Customizing whether On-site Chat displays outside of opening hours. • Setting your Left Message SMS Sender ID (UK only). 	<ol style="list-style-type: none"> 1 Go to Accounts Settings.

- Setting your Left Message Expired URL.

Create and edit departments.	<ol style="list-style-type: none">1 Go to Account Settings.2 Select the Department tab.
Manage your Product Feed.	<ol style="list-style-type: none">1 Go to Product Feed

Still can't find what you're looking for? [Get in touch with our support team.](#)

Troubleshooting guides

To save you time when it comes to resolving problems, we've put together a list of common issues affecting the Store App, Dashboard, Sales Tracking, and Virtual Shopping more generally together with advice on how these issues can normally be resolved without the need to contact our technical support team.



Store App issues



Dashboard issues



Sales tracking issues



General issues

Can't find what you're looking for? Check out our FAQs here:



On-site Chat FAQs



Dashboard FAQs



Store App FAQs

Store App issues

Here, we'll look at some initial troubleshooting steps you can follow to resolve common problems with the Store App to quickly get your experts back online and connecting with online shoppers.



Wifi/Data Connection Bandwidth and Stability

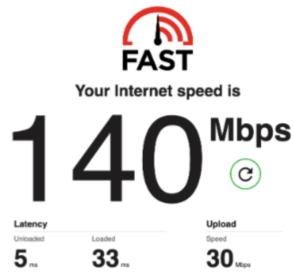


If you are using a wifi or data connection on your device, it's important to know that the performance of the Virtual Shopping Store App will be degraded and you may experience issues if the connection being used is not at full strength and does not have the recommended bandwidth.

Bandwidth recommendations for the Store App

Connection	Download	Upload	Experience
Good 3G	1.5 Mb/s	750 Kb/s	Fair
Regular 4G/LTE	4.0 Mb/s	3.0 Mb/s	Better
WiFi	30 Mb/s	15.0 Mb/s	Best

In order to test if your wifi or data connection meets the bandwidth recommendations for the Store App, please use the following link [HERE](#) for Fast.com, which will provide your connection details.

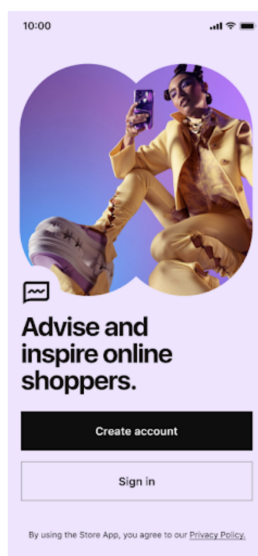


Where your team experience issues on the store app and the connection is not stable or sufficient, the key to minimizing any issues going forward will be to ensure you have a strong connection with the recommended bandwidth.

Troubleshooting Store App login issues

- Please check you are logging with the exact (username/email address) that was used to register the store app account. If the username you signed up with is incorrect, please contact the support team, so the username can be amended accordingly.
- Check the connection is strong, and ensure it fits the recommended bandwidth.
- Start and follow the password reset instructions as your password may be incorrect. Please select 'reset password' from the login page. You will be required to enter the email address used to register the account. You will subsequently receive a link to reset your password sent to the inbox for the registered account. If you do not receive a password reset hour within 1 hour of requesting it, please check your spam and junk folders.
- Ensure that you are using the latest version of the app. Details on the latest version of the Store App for iOS can be found [HERE](#) and for Android [HERE](#).

Note: All accounts registered on the Store App should use an email address which is easy to access where such email notifications can be received.



Removing general Store App issues

If you encounter technical issues such as the app freezing, login issues or issues with any Store App features, as well as making sure you have no connection issues on your device, try uninstalling and reinstalling the app. This can help fix any technical issues and also ensure you are using the latest version of the Store App.

Details on the latest version of the Store App for iOS can be found [HERE](#) and for Android [HERE](#).

Earlier versions of the Store App may contain bugs that have been fixed in the most current versions of the app.

Key information to note for the Virtual Shopping Store App



- **Devices** - Different devices can behave differently with the Store App, so it is important for us to know which specific device is being used, as well as the device's software version.
- **Store App version** - Updates and releases to the Store App are frequent. We always need to know which version of the Store App any issue you encounter has occurred on, in order to understand or replicate the issue. Where you have an older version of the app, the first step will be to ensure you are on the latest version of the application, iOS [HERE](#) and Android [HERE](#).
- **Store App features** - It's important to pinpoint exactly which part of the Store App reported issues are occurring on, as well as details for any steps leading to the issue happening. This will aid any replication and understanding of the issue for our technical teams.

Still need help?

Whenever you are experiencing an issue and the troubleshooting steps are not successful in resolving it, reach out to the support team and where possible, please capture the issue in the form of supporting images or videos along with confirming any troubleshooting steps taken to help the team understand the issue and triage your query more quickly.

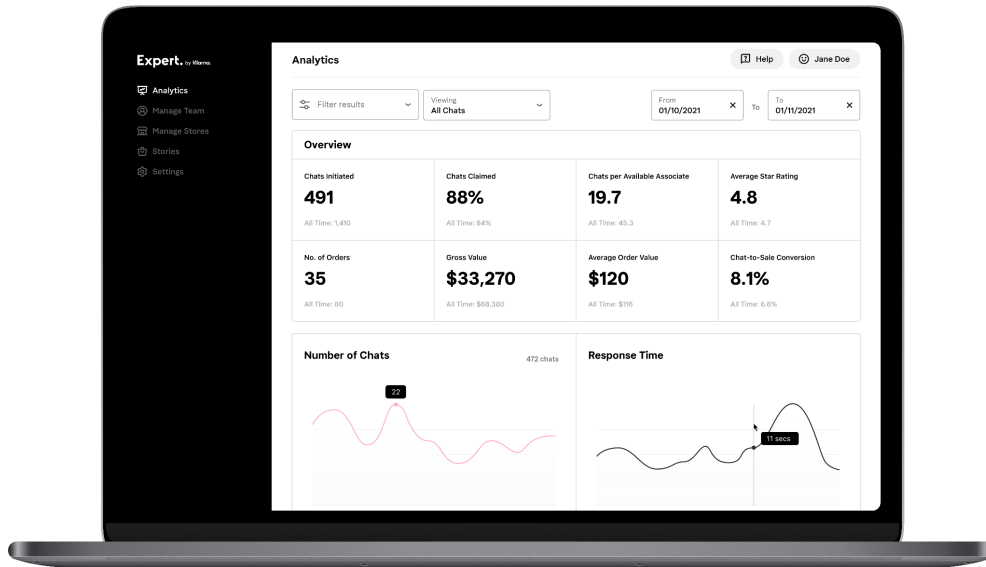
If you are still experiencing issues with the Store App, please contact us at help.virtualshopping@klarna.com. Take a look at what information we'll need from you in addition to other guidance here:



How to submit a ticket for Virtual Shopping technical support

Dashboard issues

Let's look at some initial troubleshooting steps you can follow to resolve issues on the Virtual Shopping Dashboard.



Password reset process

If you have forgotten your password, go to the login page and select the “forgot password” link to reset your password.

Note: Store App account credentials are completely separate from the Dashboard credentials, and these need to be created and managed separately.

The screenshot shows the Klarna Virtual Shopping Dashboard login page. The page title is 'Dashboard' and the subtitle is 'Measure impact with live insights & performance tracking.' The login form includes fields for 'Email' and 'Password', a 'Show password' checkbox, and a 'Log in' button. The 'Forgot password?' link is highlighted with a green box. At the bottom, there is a small text: 'By logging in, you agree to accept our [Privacy Notice](#)'.

Dashboard login issues (email/username)

If you are having trouble logging into Dashboard, please double-check the spelling of your email address which is used as the username. If it's correct please also try the "forgot password?" route. A code will be sent to your registered email address within one hour (make sure to check your spam and junk mail folders if you don't see it in your inbox). If you are unable to reset your password following these steps or are still unable to access your account, please feel free to reach out to the Virtual Shopping Technical Support Team at help.virtualshopping@klarna.com

Dashboard URLs

There are 2 URLs for Dashboard; one for the US and one for the EU. Please ensure you are using the correct URL to log in to your account, as the login credentials are unique for each instance.

Dashboard US - us-dashboard.virtual-shopping.klarna.com

Dashboard EU - eu-dashboard.virtual-shopping.klarna.com

Dashboard account creation

If you need an account for Dashboard, please contact our support team directly at help.virtualshopping@klarna.com. Dashboard accounts can only be created by the Klarna Virtual Shopping Technical Support Team. Include the following information with your account creation request:

• **Full name of new user:** • **Email address:** • **Merchant name and region:** • **Type of access:** * Analytics only * Manage team * Manage store * Settings

Still need help?

Whenever you are experiencing an issue and the troubleshooting steps are not successful in resolving it, reach out to the support team and where possible, please capture the issue in the form of supporting images or videos along with confirming any troubleshooting steps taken to help the team understand the issue and triage your query more quickly.

If you are still experiencing issues with the Dashboard, please contact us at help.virtualshopping@klarna.com. Take a look at what information we'll need from you in addition to other guidance here:



How to submit a ticket for Virtual Shopping technical support

Sales tracking issues

Sales tracking issues may be caused by technical changes to merchant's websites where Virtual Shopping has been deployed or where merchant teams have made amendments to the way Virtual Shopping sales tracking has been implemented.

If you encounter an issue or want to test out changes you've made to how sales tracking is implemented, we recommend following these steps and checking out the linked resources.

1. Diagnose the issue

The Inspector Tool can be used to support testing and troubleshooting and lets you quickly spot a number of common issues with your Virtual Shopping implementation.

[check this resource](#) to learn how to use the Inspector Tool for checking the health status of various tracking events.

You can also check [which eCommerce subfields are mandatory and which are recommended](#) here in order to investigate any critical or warning issues found with the Inspector Tool.

eCommerce subfields are the mandatory items you'll need to provide to Virtual Shopping in order to ensure that Shopper Events can be tracked as intended.

Any payload with validation issues will need to be resolved by your development team.

2. Understanding tracking event validation issues

Product View

The [Product View event](#) gives experts an insight into which product a shopper has been viewing.

The most common causes of issues with this event include:

- Price formatted as a string rather than a number.
- Image URL not containing https.
- Incorrect price being sent through in tracking, e.g. if a product is on sale, you'll need to update the product with the sale price.
- Price missing.
- Event not triggering for variants of a product, which is why the group SKU rather than the product's unique SKU (ID) should be provided.
- Image URL or location URL not sent in tracking event.

Although image, name, price, image URL, and location URL aren't mandatory, if one is missing from the tracking event, it will revert to fallback. That means the info displayed in the Store App will be extracted from the Product Feed (based on the product's ID).

Product Purchase

The [Product Purchase event](#) shows experts which products a shopper has recently purchased.

The most common causes of issues with this event include:

- Price formatted as a string rather than a number.
- Purchase.subtotal is missing or is zero, which causes the sale to be recorded with zero as the value.
- Quantity formatted as a string rather than a number.
- Group SKU being used instead of the product's unique SKU (ID).
- Incorrect tax amount.
- Incorrect currency, which can lead to small discrepancies in reporting.
- Current missing in the product's array.
- Missing coupon info if a coupon was used.

Here are a couple of recommendations when it comes to testing this event thoroughly:

- Try purchasing one product, two of the same product, and multiple products.
- Identify all possible checkout journeys on the site, and make sure the Purchase event triggers for each.
- Identify all possible payment methods, and make sure the Purchase event triggers for each.
- Test out making a purchase with a discount code.
- Try making a purchase with multi-currency.

Category View

The [Category View event](#) allows product experts to see which product categories a shopper has been viewing.

The most common causes of issues with this event include:

- Missing or incorrect "value".
- Missing "type".
- This event firing together with the View Tracking event.

Product Search

The [Product Search event](#) allows product experts to see which products a shopper has been searching for.

The most common causes of issues with this event include:

- Missing or incorrect "value".
- Missing "type".

Add to Basket

The [Add to Basket event](#) gives product experts a view into what the shopper currently has in their basket (before checkout).

The most common causes of issues with this event include:

- The event falsely triggering multiple times.
- Price formatted as a string rather than a number.
- Quantity or basketQuantity formatted as a string rather than a number.
- Group SKU being used instead of the product's unique SKU (ID).

Remove from Basket

The [Remove from Basket event](#) lets product experts see what shoppers have removed from their baskets.

The most common causes of issues with this event include:

- The event falsely triggering multiple times.
- Price formatted as a string rather than a number.
- Quantity or basketQuantity formatted as a string rather than a number.
- basketQuantity missing.
- Group SKU being used instead of the product's unique SKU (ID).
- The event only triggers from the View Cart page despite there being multiple other places where it's possible to remove a product.

3. Testing to see if a solution has been successful

Your dev team can use the Inspector Tool to check whether any changes they have made have resolved the tracking issues.

To ensure accurate testing, where your dev team:

(a) has a staging environment with a Klarna staging application ID deployed and;

(b) the environment replicates the Virtual Shopping implementation from production;

the recommendation is to fully test the events on staging (including the Purchase event).

If only the production environment is available, any fixes to the Purchase event should be tested with a live purchase.

All other tracking events excluding the Purchase event can be tested without the need for a live purchase.

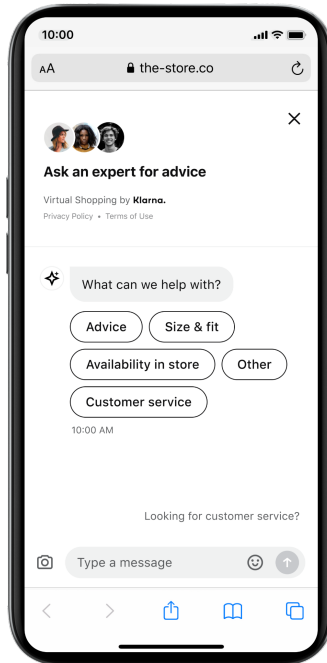
If help from the Virtual Shopping technical support team is needed to test the Purchase event, we would need details for all of the following:

- A low-cost product (or alternatively, we can search for one as a suggestion).
- A discount code if possible (or as a requirement depending on the nature of the issues reported).
- A customer test account for the website if required, i.e. where it's necessary to sign in in order to complete a purchase on the website.
- A credit card with all associated details to complete the test purchase. (If this cannot be provided, the Virtual Shopping team will try to source a card.)
- A convenient delivery address where possible in case the order is processed quickly. (It's also possible to just use one of the store addresses listed in the Dashboard.)
- If the Virtual Shopping team is making the purchase, to avoid the order being fully processed, we need a contact in the merchant team who will be able to cancel the order. We would need their name and email address to let them know when the order needs to be canceled.

If the Virtual Shopping team carries out the test, once the purchase has been made (and canceled), we'll review the findings and provide you with a summary.

General issues

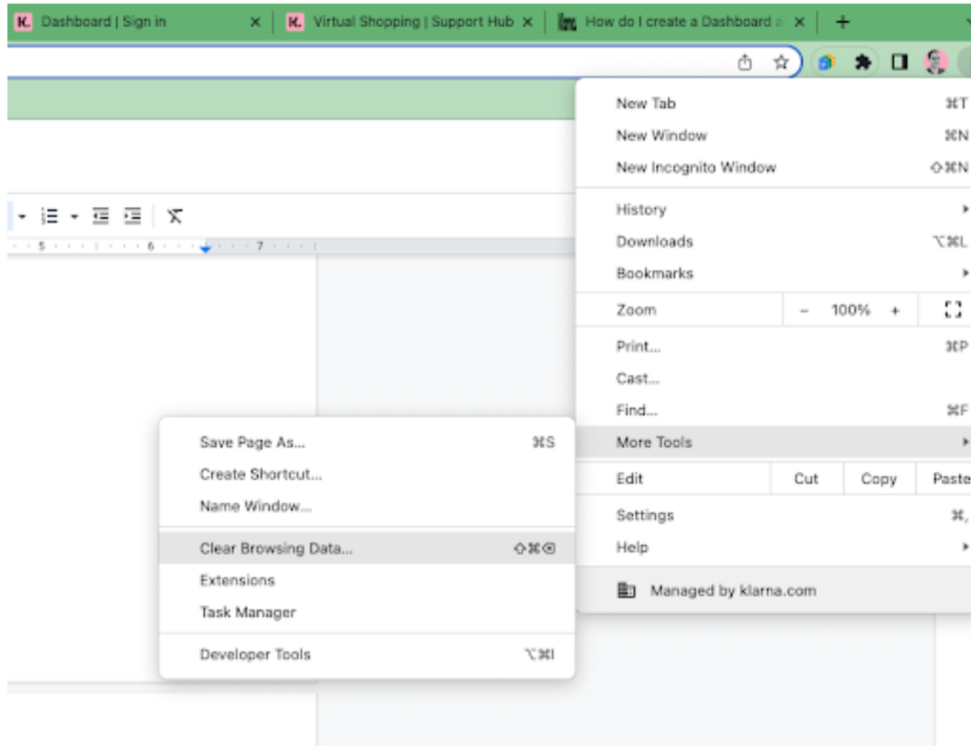
Here, we'll look at some other issues and fixes, including those related to On-site Chat, browsers and devices.



On-site Chat Issues - Clear cache

If you are experiencing an error with the On-site Chat, please ensure that you clear your browser cache, as this will ensure that On-site Chat is refreshed. Once your browser cache is cleared, check again to see if any identified issues persist.

Example - Desktop Chrome (How to clear browser cache)



If you are still experiencing issues after clearing your browsing data, please contact us at help.virtualshopping@klarna.com. Please visit the “Other Technical Support Scenarios” section [HERE](#) for guidance on the information the VS support team requires in order to investigate further.

Browser used where issue occurred



Different browsers act a little differently, and there are different settings for phone-type browsers and desktop browsers. Have you tried a different browser? Please make sure you check these possibilities and communicate the exact issue so that we can be efficient in processing your request for assistance.

Device used where issue occurred

Is the issue you are experiencing through a browser on a phone device or a browser through a desktop device?



As a troubleshooting step, please confirm if the issue is encountered on a phone and/or a desktop device and specify which device you are using when you encounter the issue as some issues can be device specific.

Still need help?

Whenever you are experiencing an issue and the troubleshooting steps are not successful in resolving it, reach out to the support team and where possible, please capture the issue in the form of supporting images or videos along with confirming any troubleshooting steps taken to help the team understand the issue and triage your query more quickly.

If you are still experiencing issues with the Dashboard, please contact us at help.virtualshopping@klarna.com. Take a look at what information we'll need from you in addition to other guidance here:



How to submit a ticket for Virtual Shopping technical support

Deactivating Virtual Shopping

60 days after an instance of Virtual Shopping is officially deactivated, all PII data associated with the deactivated instance will automatically be anonymised.

Within this 60 day time frame, we will provide our merchants with access to this data via a secure method of collection.



Please note that it is not possible to access this data after the 60 day period.