AIVO ASSIST / DASHBOARD WALKTHROUGH

See the questions. Close the answer gaps.

Example merchant dashboard | Reconstructed product walkthrough

What your team can see

Questions submitted to your site’s questions page, the topics they concern and their answer status. The workflow lets your team publish an answer and handle identical questions together.

SUBMITTED QUESTIONS	AWAITING ANSWERS	REPEAT QUESTIONS
18	15	3

An answer queue your team can act on

TOPIC	QUESTIONS	WAITING
Price and plans	5	5
Product or service details	3	2
Trials and demos	3	3
Security and compliance	2	2
Timing and getting started	2	2
Company and team	1	1
Integrations	1	0
Languages and regions	1	0

Sample status

This is a rebuilt example based on a supplied dashboard view. Counts reproduce that view to demonstrate the interface; they are not a merchant performance claim. Merchant identity, question wording and visit labels have been replaced or generalised. Traffic origin and whether submissions came from controlled tests are not established here.

01 / THE ANSWER WORKFLOW

Turn a question into a published answer

Illustrative questions and workflow, adapted from the supplied interface.

QUESTION	STATUS / ACTION
Does this bag fit a laptop in a protective sleeve?	Waiting for your answer
What are the delivery costs and lead times?	Waiting for your answer
Is this product compatible with my existing equipment?	Answered

1. Review the question

Read the submitted wording, its timestamp, reported agent information and reference. Identification confidence should remain visible.

2. Write the approved answer

Provide the facts needed to answer the question. In the supplied workflow, the answer appears on that question’s reference page.

3. Handle repeats together

Where identical questions are waiting, the interface lets the team answer them together.

4. Distinguish answered from read

A published answer and a subsequently read answer are different states. Neither establishes a purchase or a recovered sale.

Questions page and Product Expert

This walkthrough shows the questions inbox and manual answer workflow. It is one part of the Assist experience; it does not demonstrate an automatic fit verdict or sale attribution.

02 / READING THE DASHBOARD

Useful signals. Clear limits.

What each status can tell your team.

SIGNAL	WHAT IT MEANS
Visited	A request opened the questions page. It does not establish a unique shopper or purchase intent.
Asked	A question was submitted. Questions and visits use different units.
Identified agent	An agent identification signal was recorded. Verification status matters.
Suspected automation	Behaviour suggests automation; provider and customer intent remain uncertain.
Waiting	No answer has yet been published for that submitted question.
Answered / read	Publication and observed reading are separate events. Neither proves a completed transaction.

How a merchant can use it

Prioritise unanswered questions, identify recurring information needs and improve approved product information. Use the evidence to decide what your site should explain more clearly.

Keep the claim close to the evidence

The sample does not count lost sales, prove that every visit represented a live buyer, or establish that an agent abandoned a purchase. Use confirmed events and clearly qualified identification labels.

See how Assist works

aivocorp.com/assist