Dandelion AI Assistant User Guide

DANDELION AI ASSISTANT USER GUIDE

Version 1.0 | January 2026

Table of Contents

What is Dandelion AI Assistant

In Simple Terms

Dandelion AI Assistant is your **personal expert assistant** for Dandelion products that works directly in your personal cabinet. It knows everything about the company's products and helps you prepare proper recommendations for clients.

What It Can Do

✅ Selects products for specific client requests ✅ Provides precise dosages and administration schemes ✅ Considers contraindications and limitations ✅ Explains how products work ✅ Answers any questions about composition ✅ Works in multiple languages (Russian, Kazakh, English, etc.) ✅ Available 24 hours a day, 7 days a week

What It CANNOT Do (important!)

❌ Does NOT replace medical consultation ❌ Does NOT diagnose ❌ Does NOT promise to cure diseases ❌ Does NOT recommend discontinuing medications ❌ Does NOT work with acute conditions (chest pain, high fever, etc.)

Why You Need It

Without AI Agent: - You spend 30-40 minutes preparing one consultation - You might forget about contraindications - You're afraid of making mistakes with dosages - You lose clients if you can't respond quickly

With AI Agent: - Ready consultation in 3-5 minutes - All contraindications automatically considered - Precise dosages for each case - Respond to clients anytime

---

Getting Started

Step 1: Login to Personal Cabinet

1. Open **Chrome** or **Safari** browser (other browsers may not work correctly)
2. Go to: **v3.dandelion.club**
3. Enter your login (phone or email) and password
4. Click "Login"

⚠️ **IMPORTANT:** VPN is NOT needed! The agent works without VPN.

Step 2: Opening AI Agent

1. After logging in, you'll see the main page of your personal cabinet
2. Look at the **left sidebar menu**
3. Find the **"AI Agent"** item (second from top, with robot icon)
4. Click on it

The agent will open, and you'll see a field for entering questions.

Step 3: First Acquaintance

Try asking a simple question:

```
What do you recommend for energy and vitality?
```

The agent will respond, suggesting products and dosages. This is your first consultation!

How to Ask Questions Properly

Basic Rules

✅ **CORRECT:** - Write in simple language, as you speak - Indicate age and main problem - Mention important details (blood pressure, allergies, pregnancy, etc.) - Ask one question at a time

❌ **INCORRECT:** - Writing too briefly: "What to buy?" - Stating medical diagnoses without context - Asking several unrelated questions at once - Using complex medical terminology

Templates for Good Requests

Template 1: General Request

`[Gender] [age] years old, [problem/goal]`

Example: "Woman 45 years old, wants to strengthen immunity"

Template 2: With Additional Details

`[Gender] [age] years old, [problem], [important details]`

Example: "Man 50 years old, joint pain, has high blood pressure"

Template 3: Follow-up Question

`[Question about specific product or dosage]`

Example: "How much does H2 Premium cost?"

Examples of Good and Bad Requests

❌ BAD	✅ GOOD
"Something for health"	"Woman 35 years old, wants to improve skin and hair condition"
"I'm sick"	"Man 40 years old, gets colds often, need to strengthen immunity"
"Diabetes"	"Woman 55 years old, type 2 diabetes, wants general strengthening supplements"
"Everything hurts"	"Man 60 years old, knee joint pain, wants to ease the condition"
"What to buy for mom?"	"Woman 65 years old, low energy, poor sleep"

Practical Examples

Example 1: Basic Consultation

You enter:

```
Woman 38 years old, constant fatigue, poor sleep
```

Agent responds:

```
Thank you for reaching out! I'll help select a solution for restoring
energy and improving sleep.

I recommend:

1. H2 Premium
   – Dosage: 1 capsule in the morning on an empty stomach
   – Effect: saturating the body with molecular hydrogen, increasing
energy

2. Happyline
   – Dosage: 1 capsule in the evening, one hour before sleep
   – Effect: improving sleep quality, reducing anxiety

How to take:
– H2 Premium: in the morning, with water
– Happyline: in the evening before sleep
– Course: minimum 30 days for stable results

This recommendation is not medical and does not replace a doctor's
consultation.
```

What you do: Copy this response and send it to the client (you can add your text at the beginning: "Hello! Here are personalized recommendations for you:")

Example 2: Working with Contraindications

You enter:

```
Man 55 years old, joint pain, has hypertension
```

Agent responds:

```
Thank you for reaching out! I'll help select a solution for joint
support considering hypertension.

Please clarify:
– Is the person taking blood pressure medications?
```

You enter:

Yes, takes blood pressure medication

Agent responds:

Thank you! Considering blood pressure medication intake, I recommend:

1. Artroline
   – Dosage: 1 capsule once daily (start with minimum dose)
   – Effect: supporting joints and cartilage tissue

2. H2 Premium
   – Dosage: 1 capsule in the morning
   – Effect: general body support, antioxidant protection

⚠️ IMPORTANT: Do not discontinue blood pressure medications. Supplements complement treatment but do not replace it. Consultation with attending physician is recommended.

This recommendation is not medical and does not replace a doctor's consultation.

Example 3: Questions About Composition

You enter:

What does Immuno Line contain?

Agent responds:

Immuno Line contains:

Main components:
– Echinacea (strengthening immunity)
– Vitamin C (antioxidant, immunomodulator)
– Zinc (immune system support)
– Selenium (cell protection)

Effect:
✓ Strengthening immunity
✓ Preventing colds
✓ Support during viral infections

Suitable for adults and children from 12 years old.

How to Use Agent's Responses

Method 1: Direct Copying

The simplest way:

1. Get response from agent
2. Copy all text (select with mouse → Ctrl+C or Cmd+C)
3. Paste into message to client (Ctrl+V or Cmd+V)
4. Send

When to use: When agent's response fully matches and doesn't require changes.

Method 2: With Personal Message

Add your text at the beginning:

```
Hello, [Name]!

I've selected personalized recommendations for you:

[Insert agent's response]

If you have questions — write, I'll be happy to answer!
```

When to use: For more personal contact with the client.

Method 3: Adapting to Your Style

Take agent's recommendation as a basis and rewrite in your own words:

Agent's response:

```
I recommend H2 Premium: 1 capsule in the morning on an empty stomach.
Effect: saturating the body with molecular hydrogen.
```

Your version:

```
I suggest trying H2 Premium!
Take 1 capsule daily in the morning on an empty stomach.
This will give you energy for the whole day 🌟
```

When to use: When you want to add emotionality or adapt to communication style with specific client.

Common Work Scenarios

Scenario 1: Client Writes in Messenger

Situation: Client writes on WhatsApp: "Hello! My back constantly hurts, what do you recommend?"

Your actions:

1. Reply to client: "Hello! I'll select a solution for you, just a moment"
2. Open personal cabinet → AI Agent
3. Enter: "Back pain, what to recommend?"
4. Agent asks clarifying questions (age, pain character)
5. You either know answers or clarify with client
6. Get ready recommendation from agent
7. Copy and send to client

Time: 3-5 minutes instead of 30-40 minutes of self-preparation

---

Scenario 2: Multiple Requests Simultaneously

Situation: 10 clients wrote within an hour with different questions.

Your actions:

1. Open AI Agent in personal cabinet
2. For each client:
   - Enter their request to agent
   - Get recommendation
   - Copy and send to client
3. Process all clients sequentially

Result: All 10 clients received quality answers within 30-60 minutes

---

Scenario 3: Client Asks Complex Question

Situation: Client asks: "I have diabetes, hypertension, and kidney problems. What can I take?"

Your actions:

1. Enter to agent: "Diabetes, hypertension, kidney problems. What can be recommended?"
2. Agent will either:
   - Give very cautious recommendation with emphasis on doctor consultation
   - Or say that in this case only medical consultation is necessary
3. Relay answer to client

IMPORTANT: For serious diseases, agent always recommends doctor consultation. This is correct and safe!

Scenario 4: Checking Your Knowledge

Situation: You've studied a product and want to verify you understood correctly.

Your actions:

1. Ask agent: "What is Artroline used for?"
2. Compare agent's answer with your knowledge
3. If there are discrepancies — remember the correct information

Result: Continuous learning and improving product knowledge

Common Mistakes

Mistake 1: Too Brief Requests

❌ **BAD:**

```
Joints
```

✅ **GOOD:**

```
Woman 50 years old, knee joint pain
```

Why important: Agent needs context for proper recommendation.

Mistake 2: Multiple Questions at Once

❌ **BAD:**

```
What for joints, for sleep, for skin, and what's the best overall?
```

✅ **GOOD:**

```
Woman 45 years old, joint pain
```

```
(After getting answer)
```

```
And what do you recommend for better sleep?
```

Why important: Agent responds better to one specific question.

Mistake 3: Expecting Diagnosis or Treatment

❌ **BAD:**

```
I have pain in my right side. What is it? How to cure?
```

✅ **GOOD:**

```
Man 40 years old, occasionally discomfort in right side. Doctor said
everything's fine. What can help for general body strengthening?
```

Why important: Agent doesn't diagnose or treat. It only recommends supplements for health support.

Mistake 4: Ignoring Clarifying Questions

Agent asks:

```
What is the client's age?
```

❌ **BAD:**

```
Just tell me something
```

✅ **GOOD:**

```
45 years old
```

Why important: Clarifying questions help agent give more precise recommendation.

Mistake 5: Using Unsuitable Browser

❌ **BAD:** Yandex Browser, Firefox, Opera

✅ **GOOD:** Chrome or Safari

Why important: Agent is optimized for Chrome and Safari. Other browsers may have malfunctions.

FAQ (Frequently Asked Questions)

General Questions

Q: Is the agent free? A: Yes, AI Agent is available to all personal cabinet users without additional payment.

Q: Is VPN needed to work with agent? A: No! Agent works without VPN. Moreover, VPN may cause access problems.

Q: What languages does agent work in? A: Agent supports multiple languages including Russian, Kazakh, English, and others. Just write in your needed language, and agent will respond in the same language.

Q: Can I send client a link to agent? A: No. Agent is only available in your personal cabinet. You use it to prepare recommendations, then send ready answer to client.

Q: Does agent work from mobile phone? A: Yes, if you open personal cabinet in mobile browser (Chrome on Android, Safari on iPhone).

Questions About Agent Work

Q: Agent thinks for a long time. Is this normal? A: Usually agent responds in 5-10 seconds. If longer — check internet connection or refresh page (F5).

Q: Agent gave incomplete answer. What to do? A: Ask clarifying question: "Tell me more" or "What other options are there?"

Q: Can I save dialog with agent? A: Copy needed answers and save to separate file or notes. Dialog history may not be saved between sessions.

Q: Agent made a mistake. What to do? A: Agent rarely makes mistakes, but if you notice inaccuracy — inform your sponsor or company support service.

Q: Agent doesn't answer my question. Why? A: Perhaps question is not related to Dandelion products or goes beyond wellness consulting scope. Agent only works on company products topic.

Questions About Recommendations

Q: Can I trust agent's recommendations? A: Yes. Agent is trained on official information about Dandelion products and follows all safety requirements.

Q: Agent said to consult doctor. Does this mean product is dangerous? A: No. This means that medical evaluation is necessary in described situation. This is correct and responsible approach.

Q: Can I change agent's recommendation? A: You can adapt text to your style, but DON'T change dosages and contraindications — this can be unsafe!

Q: Agent suggested expensive products. Are there cheaper ones? A: Ask agent: "Is there a more budget-friendly option?" — it will suggest alternative.

Technical Questions

Q: Forgot password for personal cabinet. What to do? A: Contact your sponsor or company support service.

Q: Agent doesn't open. What to do? A: Check: 1. Are you using Chrome or Safari 2. Is VPN disabled 3. Is internet connection stable 4. Refresh page (F5)

Q: Can I use agent on tablet? A: Yes, if you open personal cabinet in tablet browser.

Tips and Best Practices

Tip 1: Keep Agent Always Open

Open AI Agent in separate browser tab and keep it open all day. When client's question arrives — you can answer in 2-3 minutes.

Tip 2: Use Agent for Learning

Every day ask agent 2-3 questions about products you want to learn better: - "What is Beauty Line used for?" - "What contraindications does Synergy Line have?" - "Can H2 Premium be taken by children?"

Tip 3: Create Response Templates

Save several ready phrases for quick client responses:

Template 1:

```
Hello! I'll select a personalized solution for you, just a moment ⏰
```

Template 2:

```
Excellent! Here are recommendations specially for you 👇
[Insert agent's response]
```

Template 3:

```
If you have questions — write, I'll be happy to answer! 😊
```

Tip 4: Verify Your Knowledge

Before sending your recommendation to client, verify it through agent:

1. Prepared answer yourself
2. Ask agent the same thing
3. Compare answers
4. If there are discrepancies — clarify correct version

Tip 5: Ask Clarifying Questions

If agent's response seems incomplete: - "Tell me more" - "What other options?" - "Are there contraindications?" - "How long to take?"

Tip 6: Save Best Answers

Create folder or file where you copy agent's best recommendations for different situations. This is your personal knowledge base!

For example: - Recommendations for joints - Recommendations for immunity - Recommendations for energy - Recommendations for sleep

---

Tip 7: Teach Your Team

If you have a team, show them the agent: 1. Conduct short demonstration (10-15 minutes) 2. Give assignment: conduct 5 test consultations 3. Review results together

---

Tip 8: Combine Agent and Personal Experience

Ideal consultation: 1. Agent gives expert recommendation (products, dosages) 2. You add personal experience ("I took H2 Premium myself, results were amazing!") 3. Client gets professional recommendation + personal trust

---

Tip 9: Don't Be Afraid to Ask Again

If you didn't understand agent's answer or want to clarify: - "Explain simpler" - "Why exactly this product?" - "What's the difference between Artroline and AW Line?"

Agent will patiently answer any questions.

Tip 10: Use Agent for Objections

Client has doubts? Ask agent: - "Why is H2 Premium better than regular vitamins?" - "Prove Immuno Line effectiveness" - "What makes Dandelion products unique?"

Use agent's answer to handle objections.

Conclusion

Dandelion AI Assistant is your reliable assistant that:

✅ Saves your time (consultation in 3-5 minutes instead of 30-40) ✅ Improves recommendation quality (precise dosages, considering contraindications) ✅ Gives confidence (you know recommendation is correct) ✅ Works 24/7 (respond to clients anytime) ✅ Helps learn (continuous improvement of product knowledge)

Your Next Step

Right now: 1. Open personal cabinet → AI Agent 2. Ask 3 test questions 3. Study answers

Today: 1. Use agent for consulting at least 3 clients 2. Save best recommendations

This week: 1. Make agent part of your work process 2. Share discovery with team 3. Evaluate results (how many clients, how many sales, how much time saved)

Successful work!

Technical Support: If you have problems accessing agent or technical questions — contact your sponsor or Dandelion support service.

Document Version: 1.0 **Date:** January 2026