# ShakerECommerce – AI Chat Assistant Guide

## Assistant Capabilities

Helps users discover products and understand store policies.

Provides guidance on order tracking and common issues.

Supports both anonymous and authenticated users.

## Limitations

Does not access sensitive payment details.

Cannot approve refunds or modify shipped orders.

Escalates complex cases to human support.

## Privacy & Usage

Users should not share sensitive data such as passwords or card details.

Conversation data may be used to improve assistant responses.