Wonderwiz user guide

Updated 22 November 2026 · wonderwiz.in

Wonderwiz answers your Instagram comments and DMs, quotes your real prices, takes orders with size, colour and quantity, and collects payment, while you keep control of anything sensitive. Set it up once (about 20 minutes), then check **Needs attention** and **Orders** a few times a day.

How to read this guide

- Sections follow the order you'll use the app in: set up, catalog, replies, orders, then growth and settings.
- Each screenshot has **numbered orange markers**. The numbers match the numbered steps under it.
- The left menu has the same names as the headings here. On a phone, tap the ☰ menu at the top left.
- The examples use a demo shop, *Utsav Hampers*. Your screens show your own products and chats.

The four things Wonderwiz does for you

Job	What happens	Uses AI?
Price replies	Someone comments "price?" and gets a DM with the exact price from your catalog within seconds	No, always free
Sales chats	The AI answers product and policy questions in DMs, in English, Hindi or Hinglish	Yes, counts toward your monthly AI replies
Orders and payment	The AI sends a checkout link; the buyer picks size, colour and quantity, adds an address and pays	No
Your control	Anything about discounts, delivery promises, refunds or complaints comes to you first	No

1. Getting started

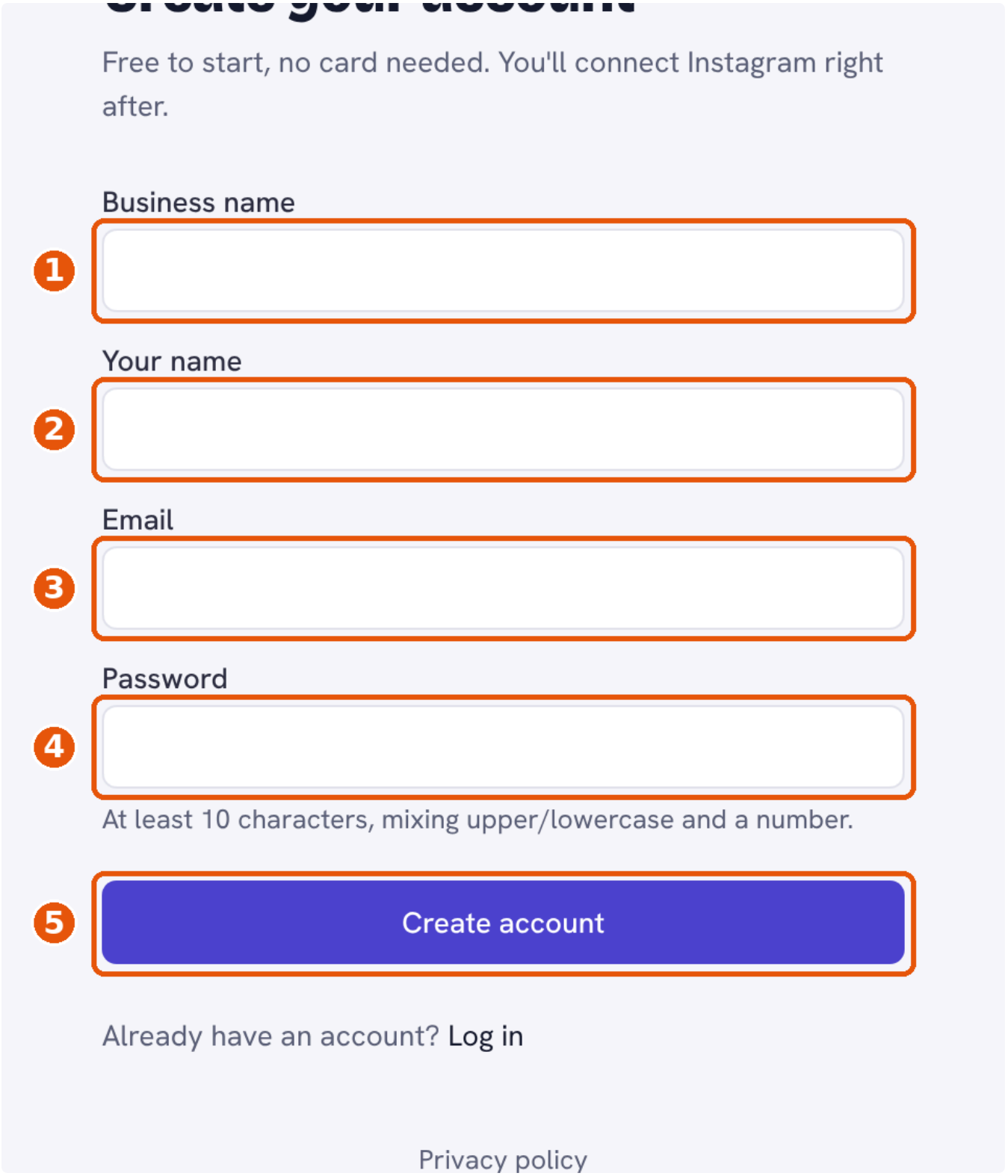
Creating an account is free and needs no card. A 7-step setup wizard then gets your shop ready in about 20 minutes.

Create your account

Open **wonderwiz.in** and click **Start free**.

1. **Business name**: your shop's name as customers know it.
2. **Your name**: shown to your team.
3. **Email**: you'll sign in with this.
4. **Password**: at least 10 characters, with upper and lower case letters and a number.
5. Click **Create account**. Check your inbox for the verification email and click its link.

Screenshot: the sign-up form.



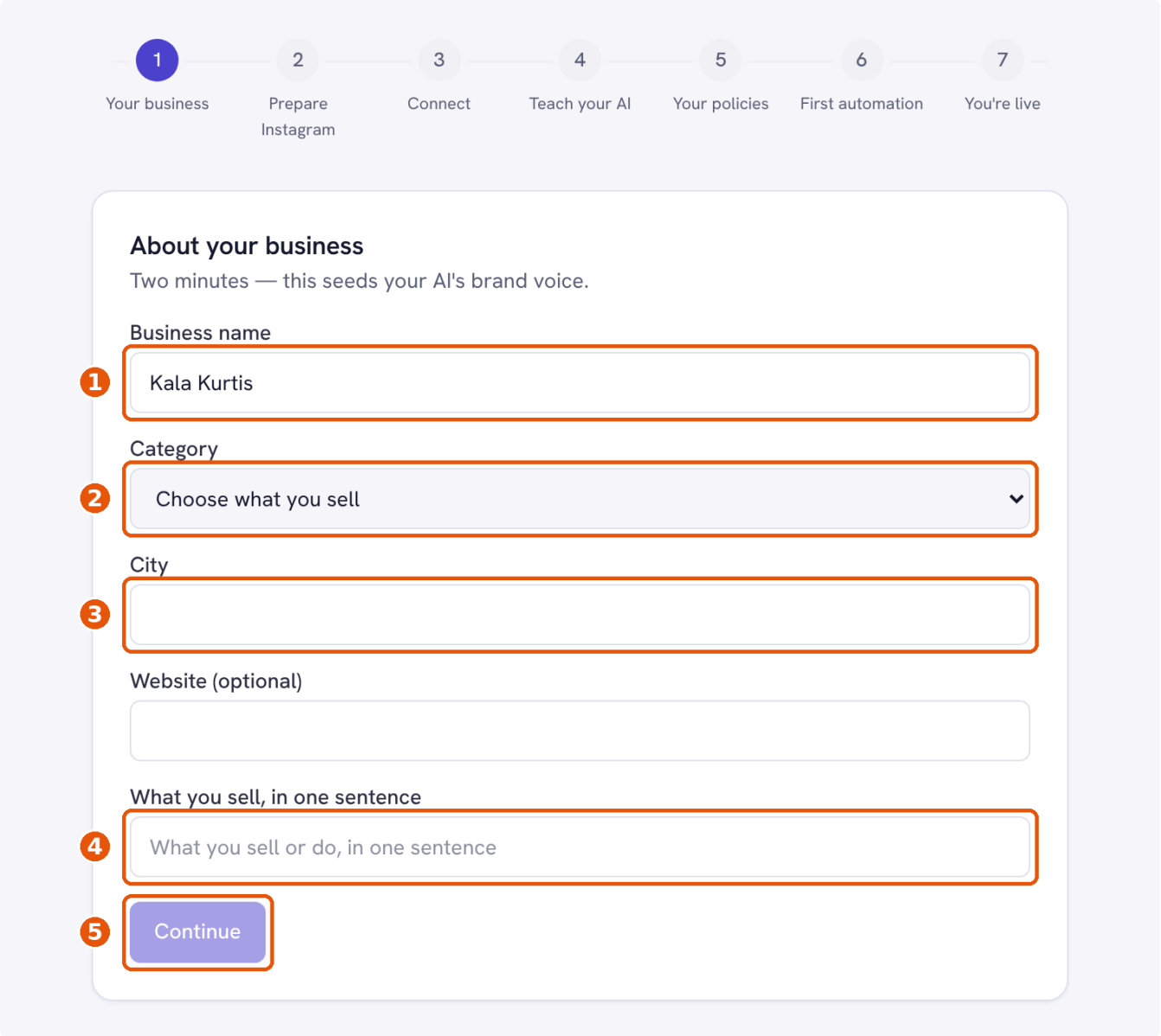
The setup wizard

The wizard opens right after you sign up. The circles at the top show where you are; you can click **Skip setup for now** and come back later from Home.

1. **Your business**: business name, the category you sell in, your city, an optional website, and one sentence about what you sell. Then **Continue**.

2. **Prepare Instagram**: tick each item once it's true. Your Instagram must be a **Professional** account (free: Instagram app → Settings and activity → Account type and tools). You don't need a Facebook Page.
3. **Connect**: choose **Continue with Instagram** or **Continue with Facebook** (section 2 explains which). You come back to the wizard when it's done.
4. **Teach your AI**: pick a tone (friendly, professional, playful or premium) and type your main products with prices. Click **Generate preview** to see a sample reply.
5. **Your policies**: write how long dispatch and delivery take, shipping charges and your return policy, the way you'd say it to a customer. **Skip for now** is fine; you can add them later on the Policies page.
6. **First automation**: a ready-made DM for the next most common comment in your category. Edit the message, tick **Turn this automation on**, and **Continue**. Each of these DMs waits for your approval before it sends.
7. **You're live**: click **Go to your dashboard**.

Screenshot: step 1 of the wizard. The numbers mark the fields in the order you fill them.



2. Connect Instagram

Connect once and Wonderwiz starts reading your comments and DMs. You never give us your Instagram password; you log in on Instagram's or Facebook's own page and tap **Allow**.

Which button to choose

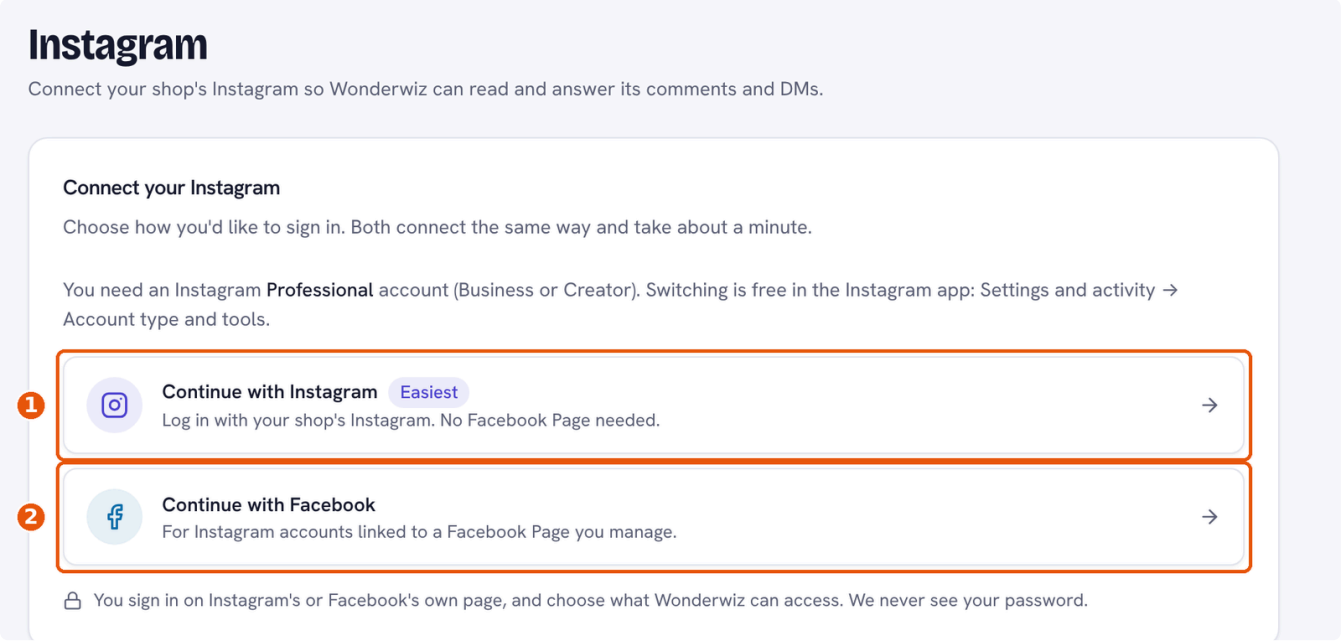
Option	Choose it when	What you need
Continue with Instagram (marked *Easiest*)	Almost always	An Instagram Professional account

Option	Choose it when	What you need
Continue with Facebook	Your Instagram is already linked to a Facebook Page you manage	A Professional account linked to that Page

Connect

1. Go to **Settings → Instagram** in the left menu (or step 3 of the wizard).
2. Click **Continue with Instagram** or **Continue with Facebook**.
3. Log in, check that the right shop account is selected, and tap **Allow**.
4. You come back to Wonderwiz and see **Connected**. Your recent posts, comments and chats load within a few minutes.

Screenshot: the two ways to connect.



Keep it connected

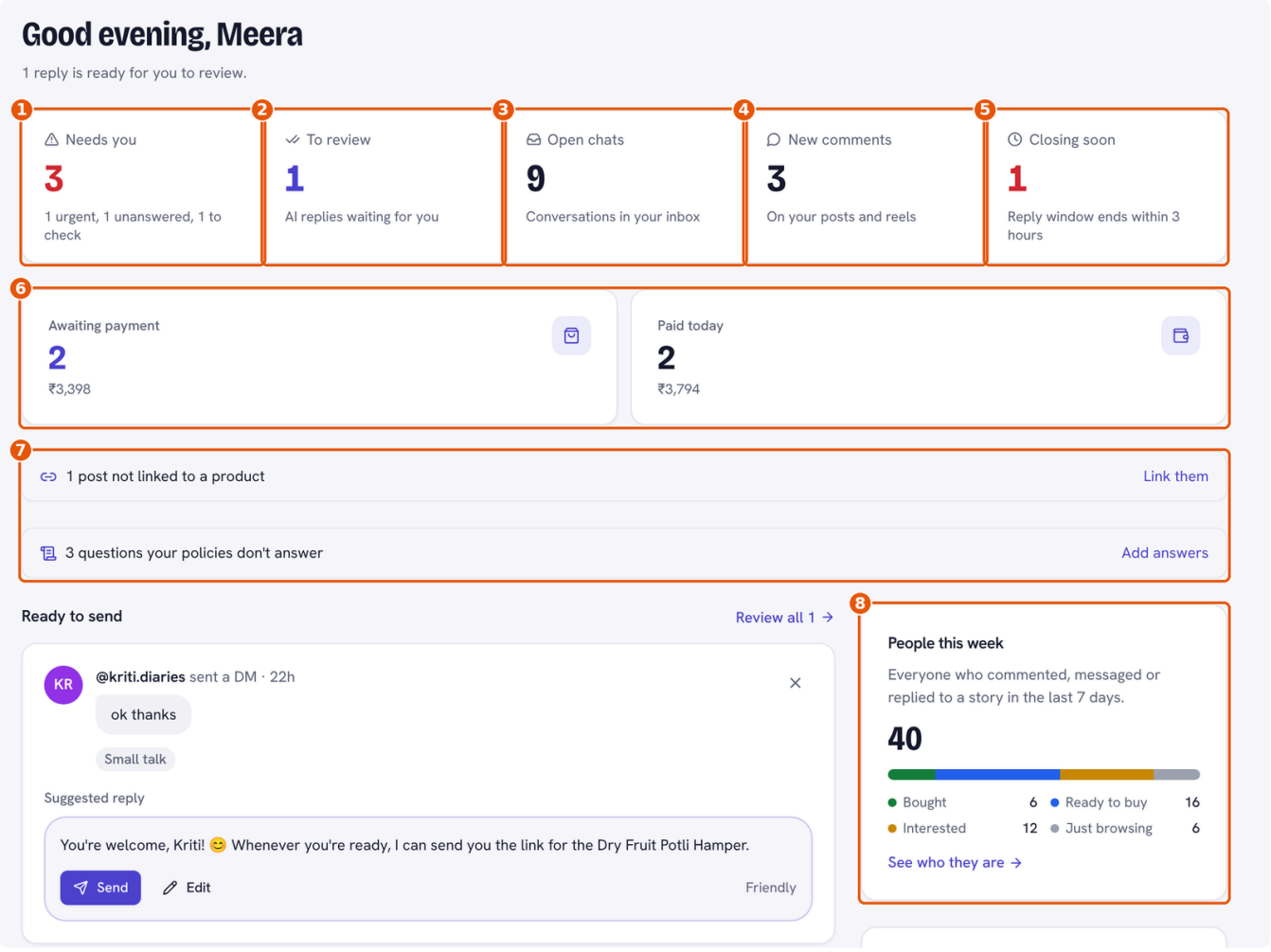
- **Instagram login** renews itself; the page shows *Renews automatically*.
- **Facebook login** shows an end date under **Access**. Wonderwiz emails you before it ends; click **Reconnect** then.
- To stop Wonderwiz reading the account, click **Disconnect**. Your chats and orders stay in Wonderwiz. You can then connect the same Instagram account to a different Wonderwiz workspace if you need to.

3. Home: your day at a glance

Home answers one question: what needs you right now? Click any card to open that list.

1. **Needs you**: chats the AI handed to you, split into urgent, unanswered and to-check. Red means act soon.
2. **To review**: AI replies waiting for your approval.
3. **Open chats**: conversations in your inbox.
4. **New comments**: comments still waiting for a reply, hide or delete.
5. **Closing soon**: chats whose 24-hour reply window ends within 3 hours. After that, Instagram doesn't let any business reply.
6. **Awaiting payment** and **Paid today**: orders and money, at a glance.
7. **Notices**: things to fix, such as posts not linked to a product, questions your policies don't answer, or your AI replies running low this month. Each has a link straight to the fix.
8. **People this week**: everyone who commented, messaged or replied to a story in the last 7 days, by how close they are to buying.

Screenshot: Home.



4. Products: the only prices the AI will quote

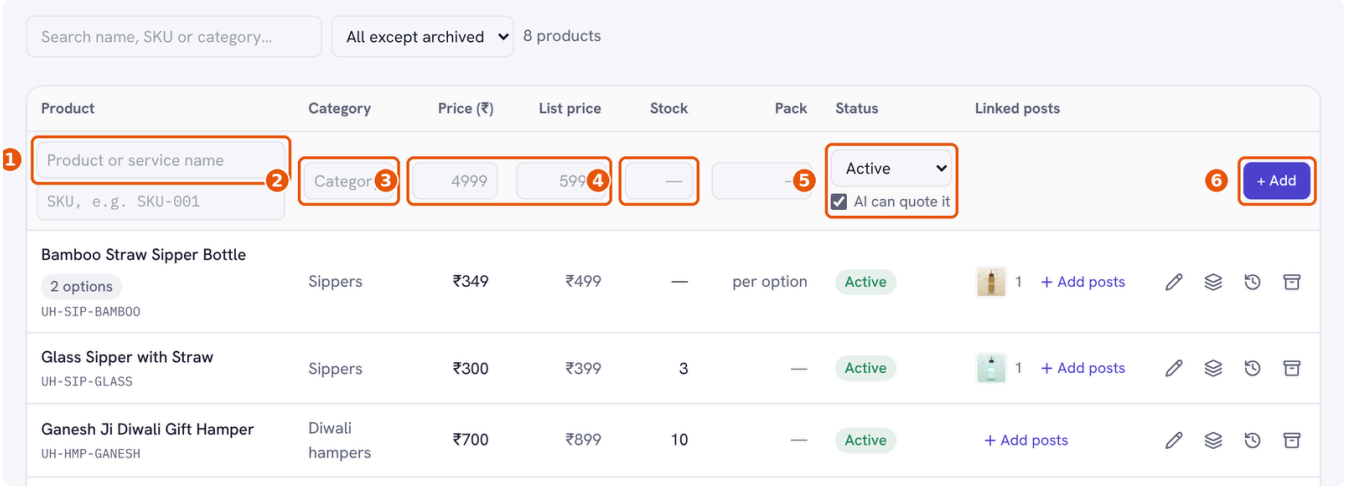
The AI never makes up a price. It quotes only what is on this page, so keep it complete and current. Every price change is saved in the product's history.

Add a product

The first row of the table is an empty product, ready to fill.

1. **Product or service name**, and an optional **SKU** (your own code).
2. **Category**, for example *Diwali hampers*.
3. **Price (₹)** and an optional **List price** (the MRP). The AI shows the list price struck through as a saving.
4. **Stock**: how many you have. Leave it empty if you don't track stock. At 0 the product shows as out of stock and can't be bought.
5. **Status** and **AI can quote it**: *Active* products can be sold; untick *AI can quote it* to keep a product out of AI replies.
6. Click **+ Add**.

Screenshot: the product table, with the empty first row for a new product.



To change a price later, click it in the table, type the new one and press Enter. The icons at the end of each row are **Edit**, **Options**, **History** and **Archive**.

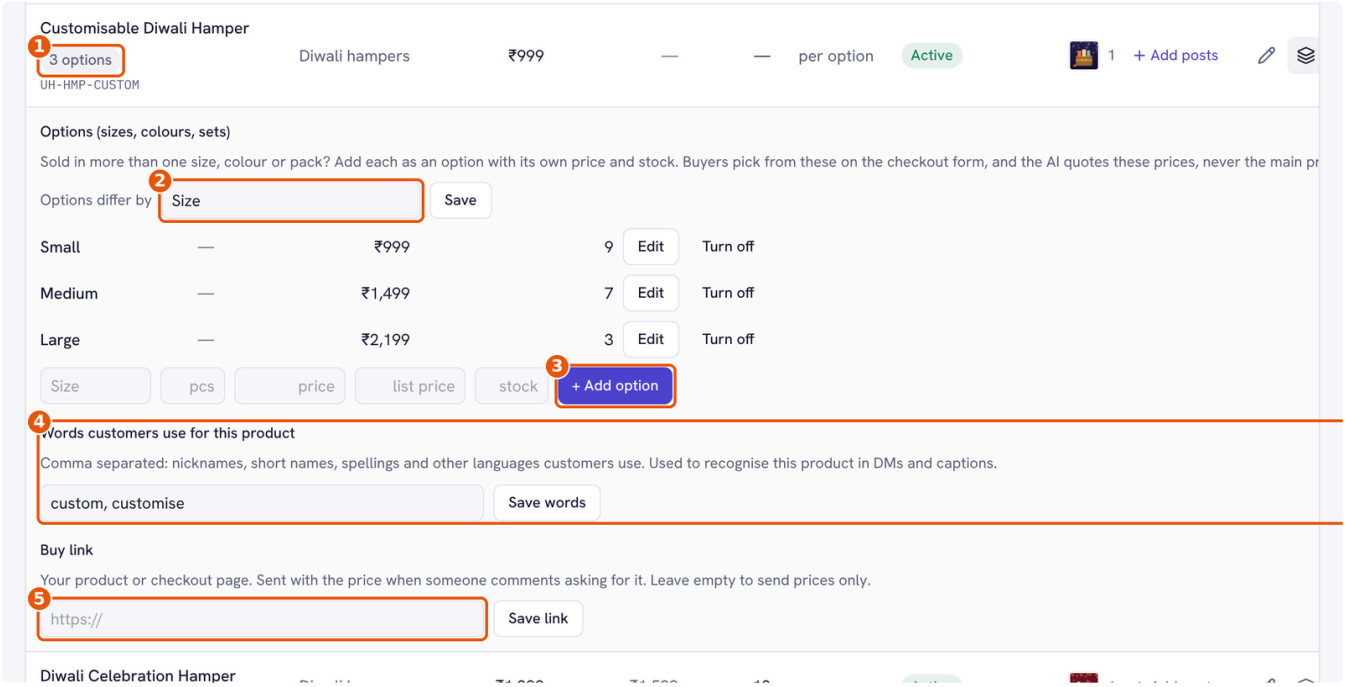
Sizes, colours and packs (options)

Use options when one product comes in several sizes, colours or packs, each with its own price or stock. Buyers pick from these on the checkout form, like on Amazon.

1. Click the **Options** icon (the stacked squares) on the product's row, or its *2 options* label.
2. In **Options differ by**, type what changes, for example `Size` or `Size, Colour`.

3. For each option, fill in the value for every type (for example *M* and *Black*), its **price**, optional **list price** and **stock**, then click **+ Add option**.
4. Under **Words customers use for this product**, add the names buyers really type, such as *kurti*, *potli* or *gift box*. The AI recognises the product from these.
5. Optional **Buy link**: the product's page on your website, if you sell there.

Screenshot: the options of a product with three sizes.



Good to know

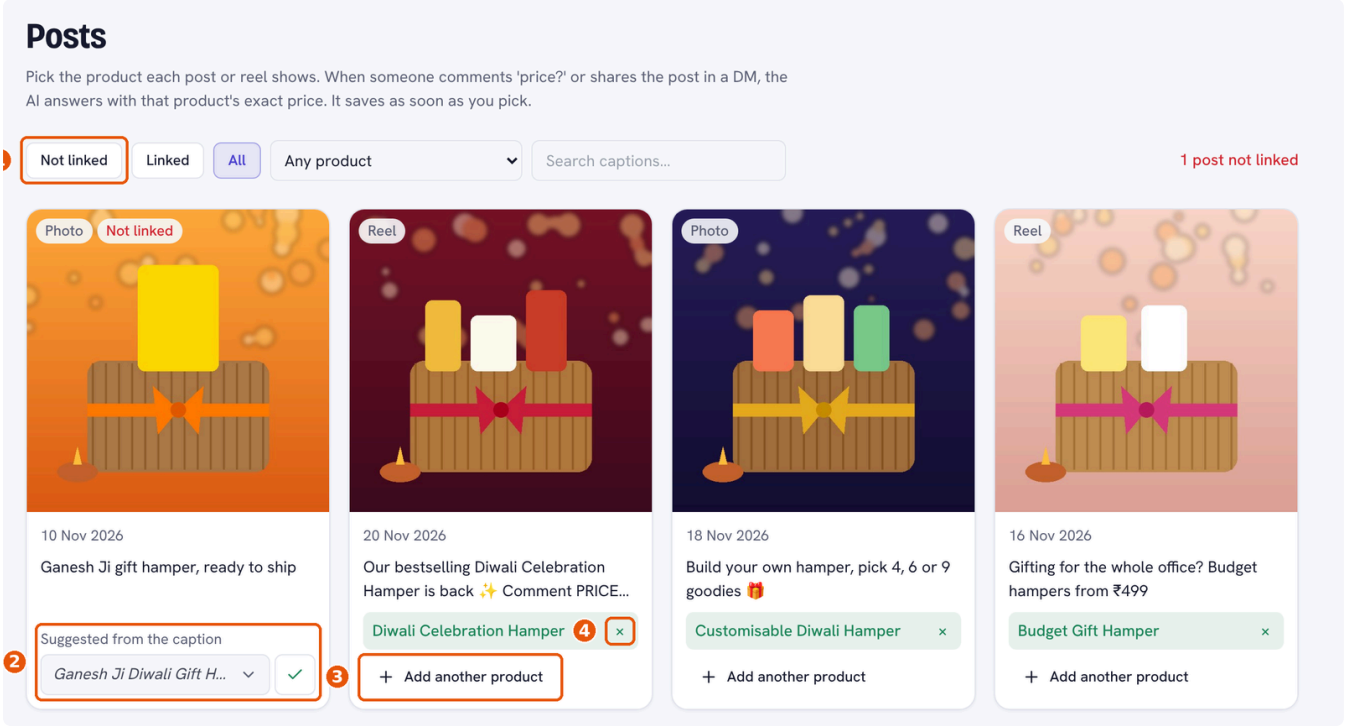
- A product with no options is free size: the checkout form shows no size choice.
- An option with stock 0 is shown crossed out to buyers, so they can't pick it.
- Two options can't have the same combination (two *M* / *Black*): Wonderwiz stops you.

5. Posts: tell the AI what each post shows

When someone comments "price?" under a reel, Wonderwiz needs to know which product the reel shows. Linking takes one click per post, and it saves as soon as you pick.

1. Open **Posts** in the left menu. **Not linked** shows the posts still waiting.
2. Wonderwiz suggests a product from the caption (*Suggested from the caption*). If it's right, pick it; if not, choose the right one from the list.
3. A post showing several products? Click **Add another product**.
4. Remove a wrong link with the **×** next to the product.

Screenshot: Posts, with one post still to link.



Link new posts the day you publish them. Until a post is linked, a price comment on it gets a polite "we'll send the price" DM and lands in Needs attention instead of an instant price.

6. Automations: price replies and keyword rules

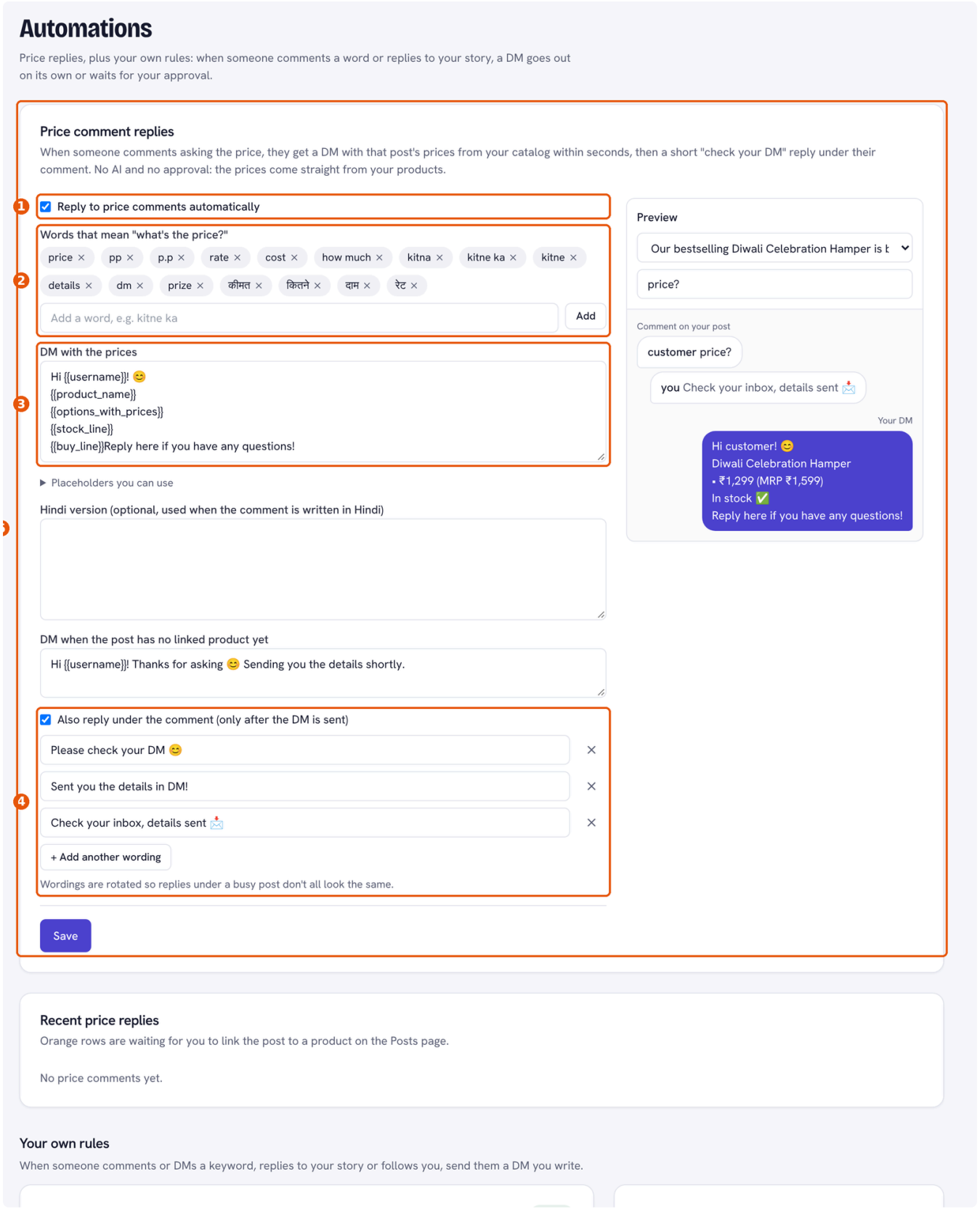
Automations send DMs without using any AI. They're free on every plan and unlimited.

Price comment replies

When someone comments asking the price, they get a DM with that post's prices from your catalog within seconds, then a short "check your DM" reply under their comment.

1. Keep **Reply to price comments automatically** ticked.
2. **Words that mean "what's the price?"**: already includes *price, pp, rate, cost, how much, kitna, kitne ka, details, dm* and Hindi words. Type a new one and click **Add**.
3. **DM with the prices**: the message they receive. The placeholders (listed under the box) fill in the product name and price. There's an optional Hindi version for comments written in Hindi.
4. **Also reply under the comment**: the public "check your DM" reply. **+ Add another wording** gives Wonderwiz several to rotate, so a busy post doesn't show the same reply 50 times.
5. Click **Save**. The **Preview** on the right shows exactly what a buyer sees.

Screenshot: price comment replies, with the live preview on the right.



Your own rules

Further down, **Your own rules** send a DM you write when someone:

- comments a keyword you choose (for example *"LINK"* or *"size chart"*),
- replies to your story, or

- sends a DM containing a keyword.

For each rule choose **Send automatically** or **Ask me first**. Rules set to ask first wait in **Approvals**.

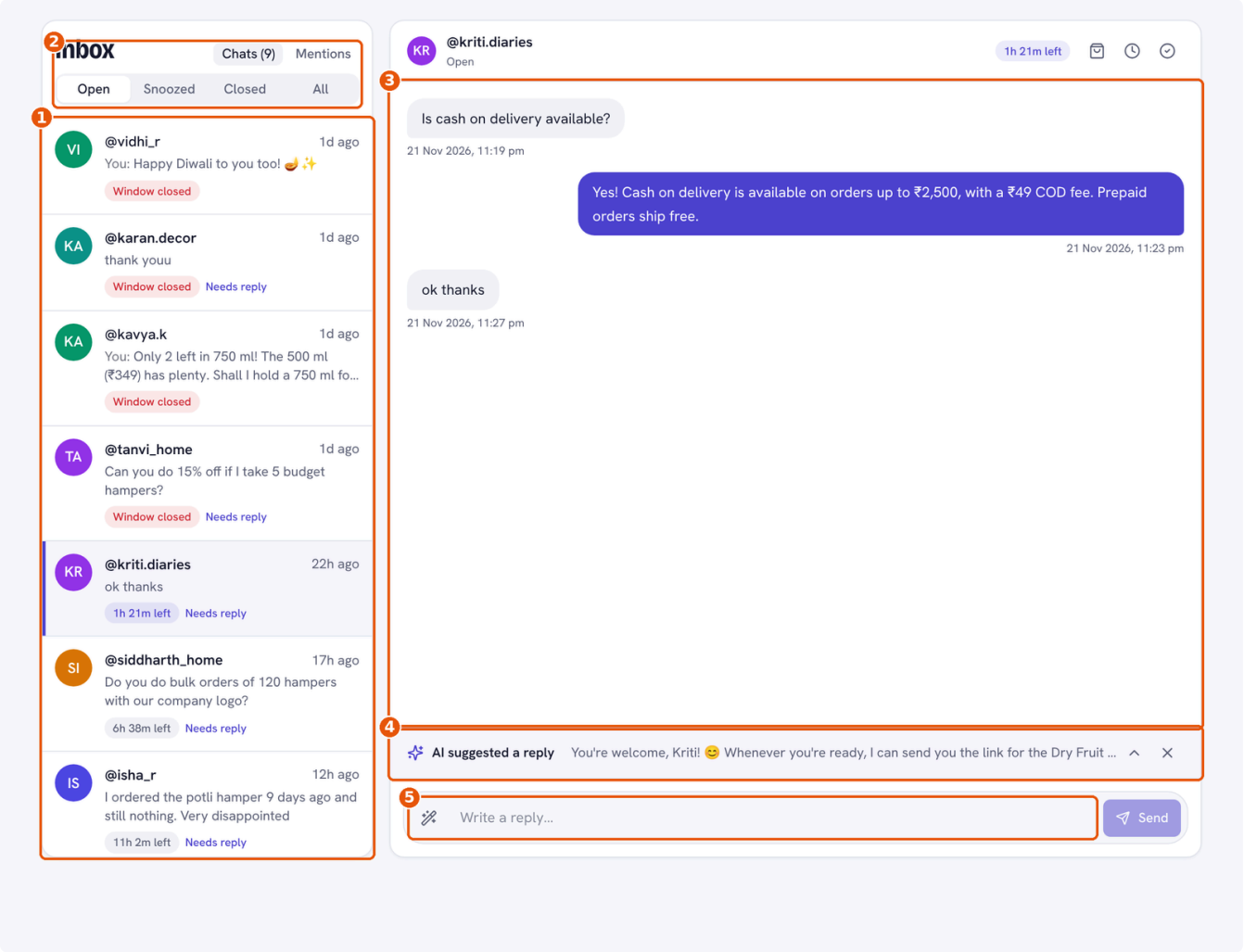
Tip: end your reel captions with *"Comment PRICE for details"*. Every such comment becomes a DM conversation you can sell in.

7. Inbox: every DM in one place

The Inbox shows every Instagram DM, with the AI's suggested reply ready to send, edit or ignore.

1. **Chat list**: newest first. *Needs reply* marks chats waiting on you. The time on the right is how long you have left to reply.
2. **Filters**: *Open*, *Snoozed*, *Closed* and *All*; **Mentions** shows stories that tagged you.
3. **The conversation**: the customer's messages on the left, yours on the right, with the date and time of each.
4. **AI suggested a reply**: read it, then send it as it is, edit it first, or dismiss it.
5. **Write a reply…** box: type your own reply and click **Send**. Or click the wand button at the left of the box, jot the facts roughly (*"yes in stock, ships in 3 days"*) and click **Write it**: the AI turns your note into a proper reply in the customer's language for you to check before sending.

Screenshot: the Inbox with a chat open.



The 24-hour rule

Instagram lets a business reply only within **24 hours of the customer's last message**. The countdown shows the time left; after it, the chat shows *Window closed* and nobody can send until the customer writes again. Reply to *Closing soon* chats first.

When you reply yourself

As soon as you reply in a chat, the AI goes quiet in that chat for a few hours (you choose how many on the AI agent page), so it never talks over you. The chat shows **AI paused · Resume AI**; click it to hand the chat back to the AI early.

8. Approvals and AI agent settings: what the AI may send alone

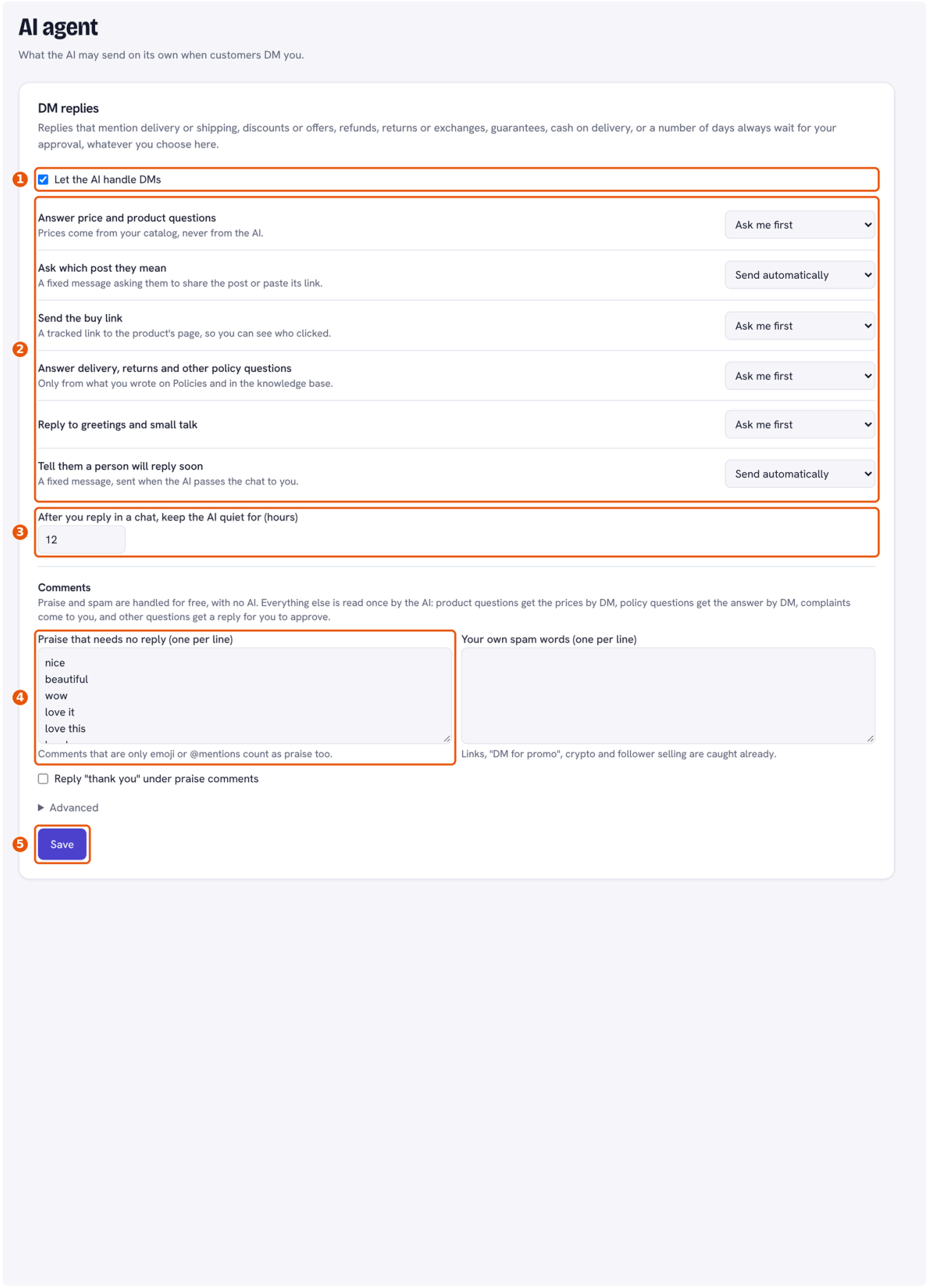
You decide, for each kind of reply, whether the AI sends it on its own or asks you first. Start with **Ask me first** for everything; after a week of good drafts, switch the safe kinds to **Send automatically**.

Choose what the AI may send

Open **Settings → AI agent**.

1. **Let the AI handle DMs**: the main switch.
2. For each kind of reply, pick **Send automatically**, **Ask me first** or **Don't reply**:
   - *Answer price and product questions* (prices always come from your catalog)
   - *Ask which post they mean*
   - *Send the buy link*
   - *Answer delivery, returns and other policy questions* (only from your Policies and knowledge base)
   - *Reply to greetings and small talk*
   - *Tell them a person will reply soon*
3. **After you reply in a chat, keep the AI quiet for (hours)**.
4. **Comments**: praise words that need no reply, your own spam words, and whether to reply "thank you" under praise.
5. Click **Save**.

Screenshot: AI agent settings.


AI agent
What the AI may send on its own when customers DM you.
DM replies
Replies that mention delivery or shipping, discounts or offers, refunds, returns or exchanges, guarantees, cash on delivery, or a number of days always wait for your approval, whatever you choose here.
1
Let the AI handle DMs
2
Answer price and product questions
Prices come from your catalog, never from the AI.
Ask me first
Ask which post they mean
A fixed message asking them to share the post or paste its link.
Send automatically
Send the buy link
A tracked link to the product's page, so you can see who clicked.
Ask me first
Answer delivery, returns and other policy questions
Only from what you wrote on Policies and in the knowledge base.
Ask me first
Reply to greetings and small talk
Ask me first
Tell them a person will reply soon
A fixed message, sent when the AI passes the chat to you.
Send automatically
3
After you reply in a chat, keep the AI quiet for (hours)
12
Comments
Praise and spam are handled for free, with no AI. Everything else is read once by the AI: product questions get the prices by DM, policy questions get the answer by DM, complaints come to you, and other questions get a reply for you to approve.
4
Praise that needs no reply (one per line)
nice
beautiful
wow
love it
love this
Comments that are only emoji or @mentions count as praise too.
Your own spam words (one per line)
Links, "DM for promo", crypto and follower selling are caught already.
Reply "thank you" under praise comments
Advanced
5
Save

Always checked by you, whatever you choose: any reply that mentions delivery or shipping, discounts or offers, refunds, returns or exchanges, guarantees, cash on delivery, or a number of days.

Approve replies

Open **Approvals**. Each card shows what the customer said and the AI's draft, oldest first.

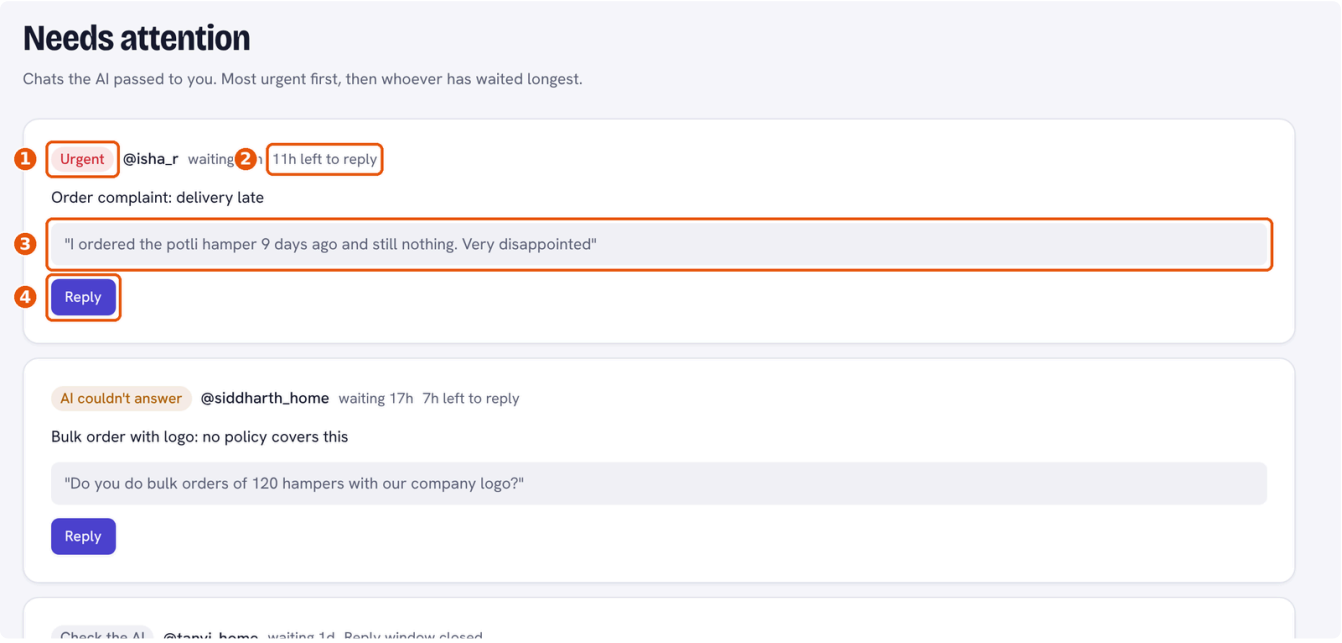
- Click **Send this one** to send the draft as it is, edit the text and click **Send edited reply**, or click **Dismiss: don't reply** and answer yourself from the Inbox.
- If a card says the AI replies are used up for this month, reply by hand or upgrade in Billing (section 16).

9. Needs attention: chats only you can answer

When the AI isn't allowed or isn't sure, it hands the chat to you and puts it here, most urgent first. Check this page a few times a day.

1. **The colour label** says why it's here:
    - **Urgent** (red): a complaint or an unhappy customer.
    - **AI couldn't answer** (orange): no policy or product covers the question.
    - **Check the AI** (yellow): something you must decide, such as a discount request.
2. **Waiting** time and **time left to reply**. *Reply window closed* means Instagram won't let you reply until the customer writes again.
3. The customer's message, quoted.
4. **Reply** opens the chat in the Inbox.

Screenshot: Needs attention.



Tip: when a chat lands here with *AI couldn't answer*, add the answer on **Policies** (section 12). Next time the AI answers it on its own.

10. Orders and payments

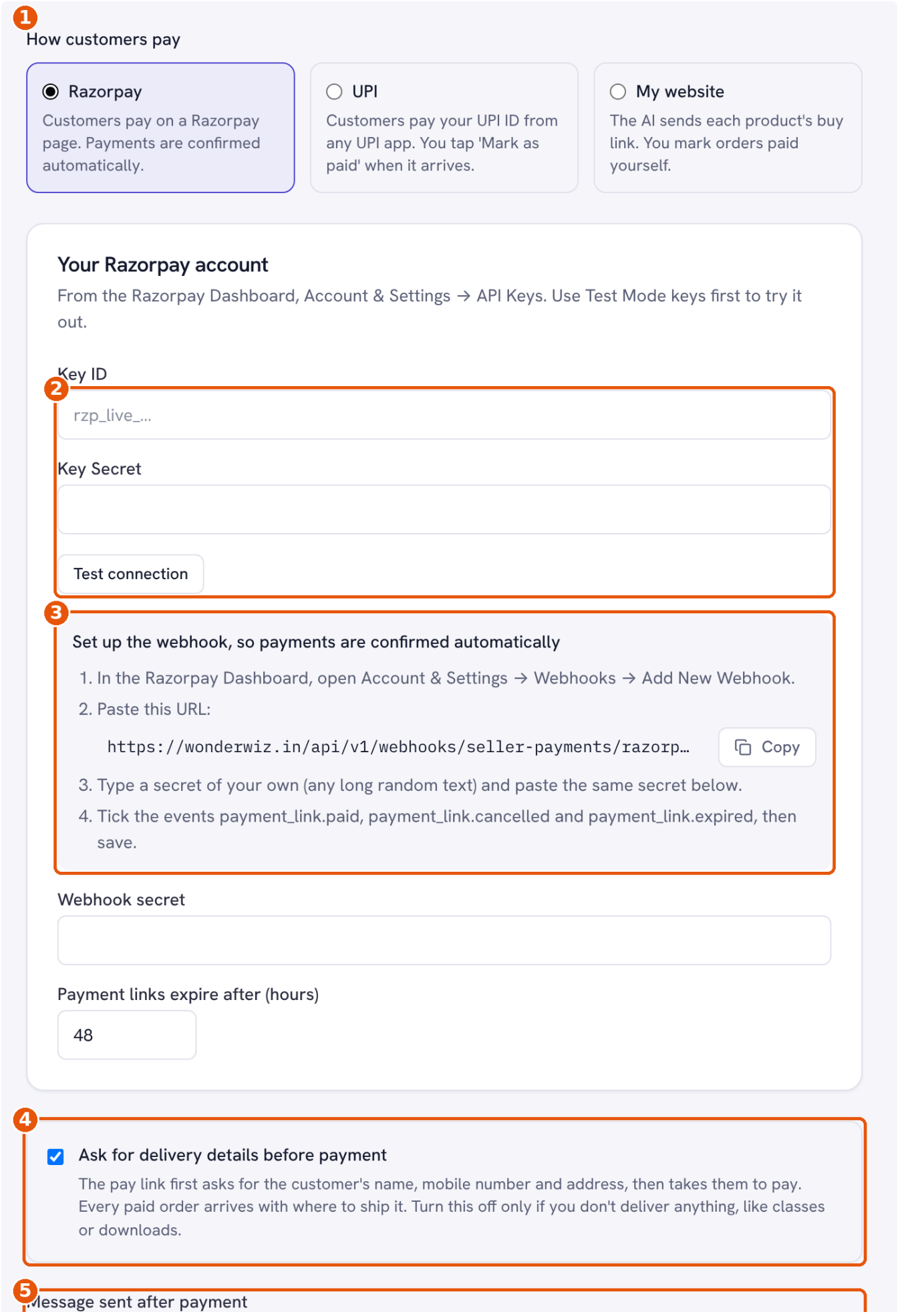
When a buyer wants to buy, the AI sends them a checkout link. They pick size, colour and quantity, add their address and pay. The order appears here, and the buyer gets your confirmation message only after the payment succeeds.

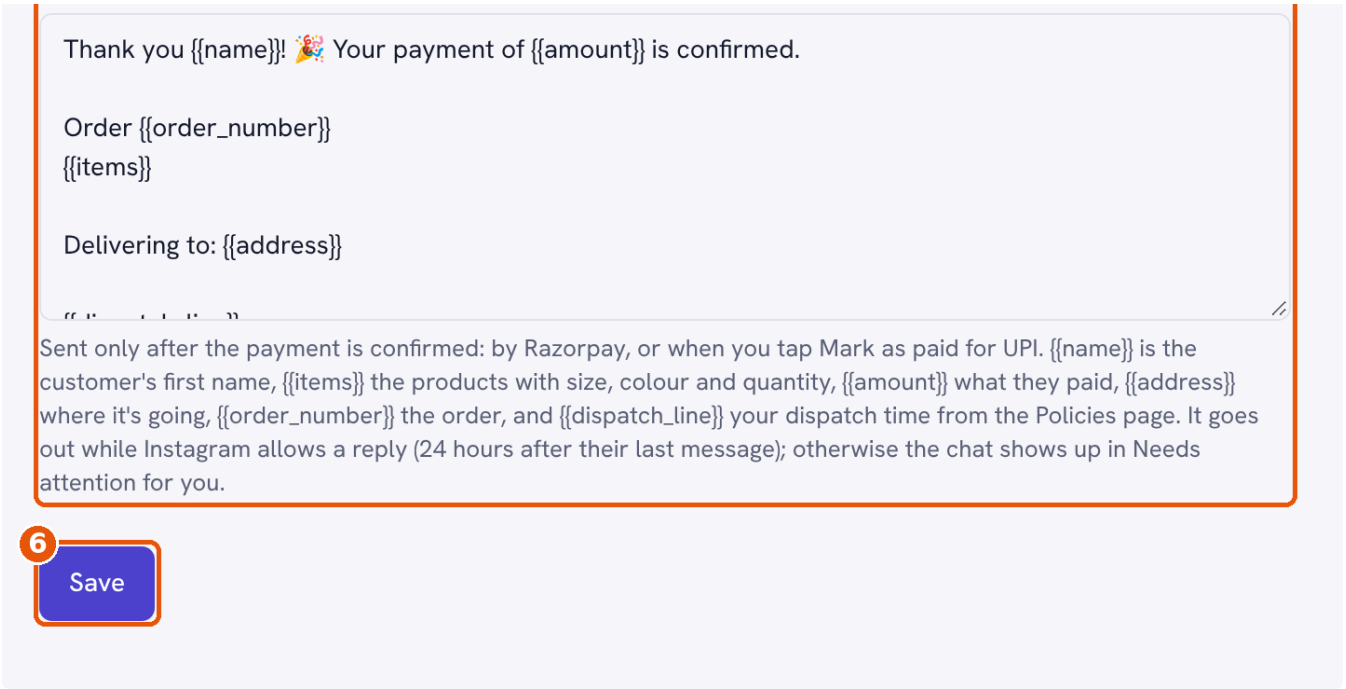
Choose how customers pay (once)

Open **Settings → Payments**.

1. **How customers pay**:
   - **Razorpay**: buyers pay on Razorpay's page by UPI, card or netbanking, and orders are marked paid automatically. Best choice.
   - **UPI**: buyers pay your UPI ID from any UPI app; you tap **Mark as paid** when the money arrives.
   - **My website**: the AI sends each product's buy link; you mark orders paid yourself.
2. For Razorpay: paste your **Key ID** and **Key Secret** (Razorpay Dashboard → Account & Settings → API Keys) and click **Test connection**.
3. Set up the **webhook** so payments are confirmed automatically: follow the four numbered steps in the grey box, using the **Copy** button for the URL, then paste the same secret in **Webhook secret**.
4. Keep **Ask for delivery details before payment** ticked if you ship anything.
5. **Message sent after payment**: your thank-you message. The placeholders fill in the buyer's name, the items with size, colour and quantity, the amount, the address, the order number and your dispatch time.
6. Click **Save**.

Screenshot: Payments settings with Razorpay chosen.


1
How customers pay
Razorpay
Customers pay on a Razorpay page. Payments are confirmed automatically.
UPI
Customers pay your UPI ID from any UPI app. You tap 'Mark as paid' when it arrives.
My website
The AI sends each product's buy link. You mark orders paid yourself.
Your Razorpay account
From the Razorpay Dashboard, Account & Settings → API Keys. Use Test Mode keys first to try it out.
Key ID
2
rzp_live_...
Key Secret
Test connection
3
Set up the webhook, so payments are confirmed automatically
1. In the Razorpay Dashboard, open Account & Settings → Webhooks → Add New Webhook.
2. Paste this URL:
https://wonderwiz.in/api/v1/webhooks/seller-payments/razorp…
Copy
3. Type a secret of your own (any long random text) and paste the same secret below.
4. Tick the events payment_link.paid, payment_link.cancelled and payment_link.expired, then save.
Webhook secret
Payment links expire after (hours)
48
4
Ask for delivery details before payment
The pay link first asks for the customer's name, mobile number and address, then takes them to pay. Every paid order arrives with where to ship it. Turn this off only if you don't deliver anything, like classes or downloads.
5
Message sent after payment



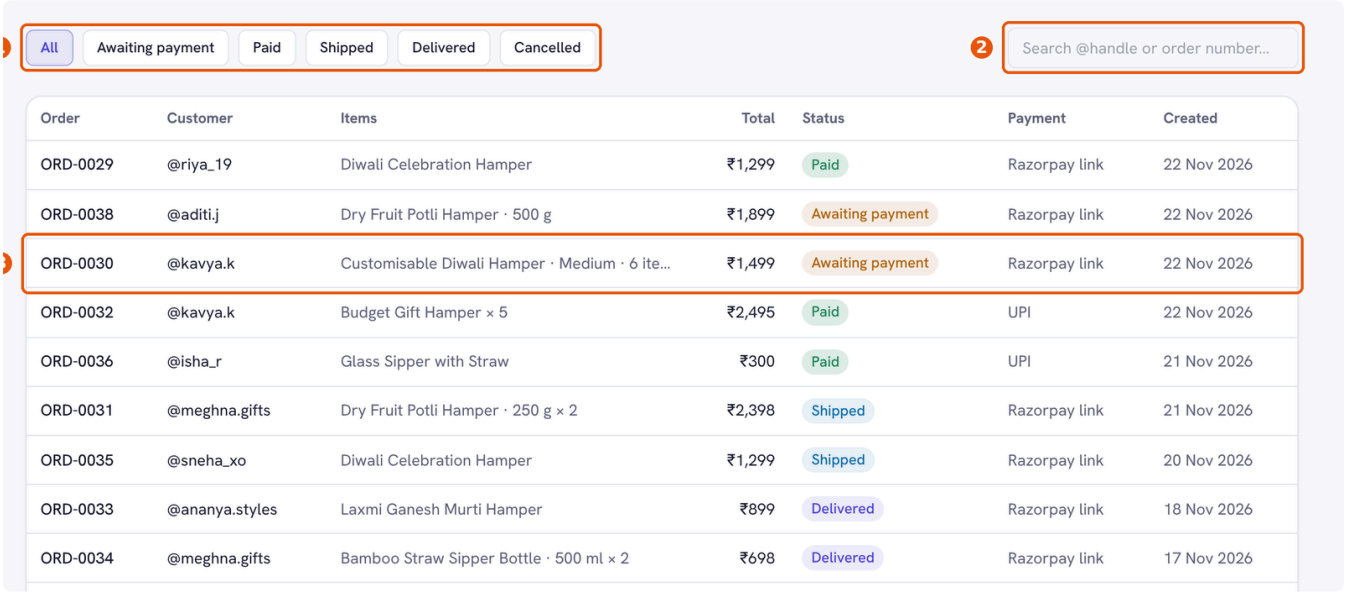
Use Razorpay's **Test Mode** keys first and place one test order yourself before switching to live keys.

Manage orders

Open **Orders**.

1. **Status filters**: *Awaiting payment*, *Paid*, *Shipped*, *Delivered*, *Cancelled*.
2. **Search** by the customer's @handle or the order number (like *ORD-0042*).
3. Click an order to open its details on the right.

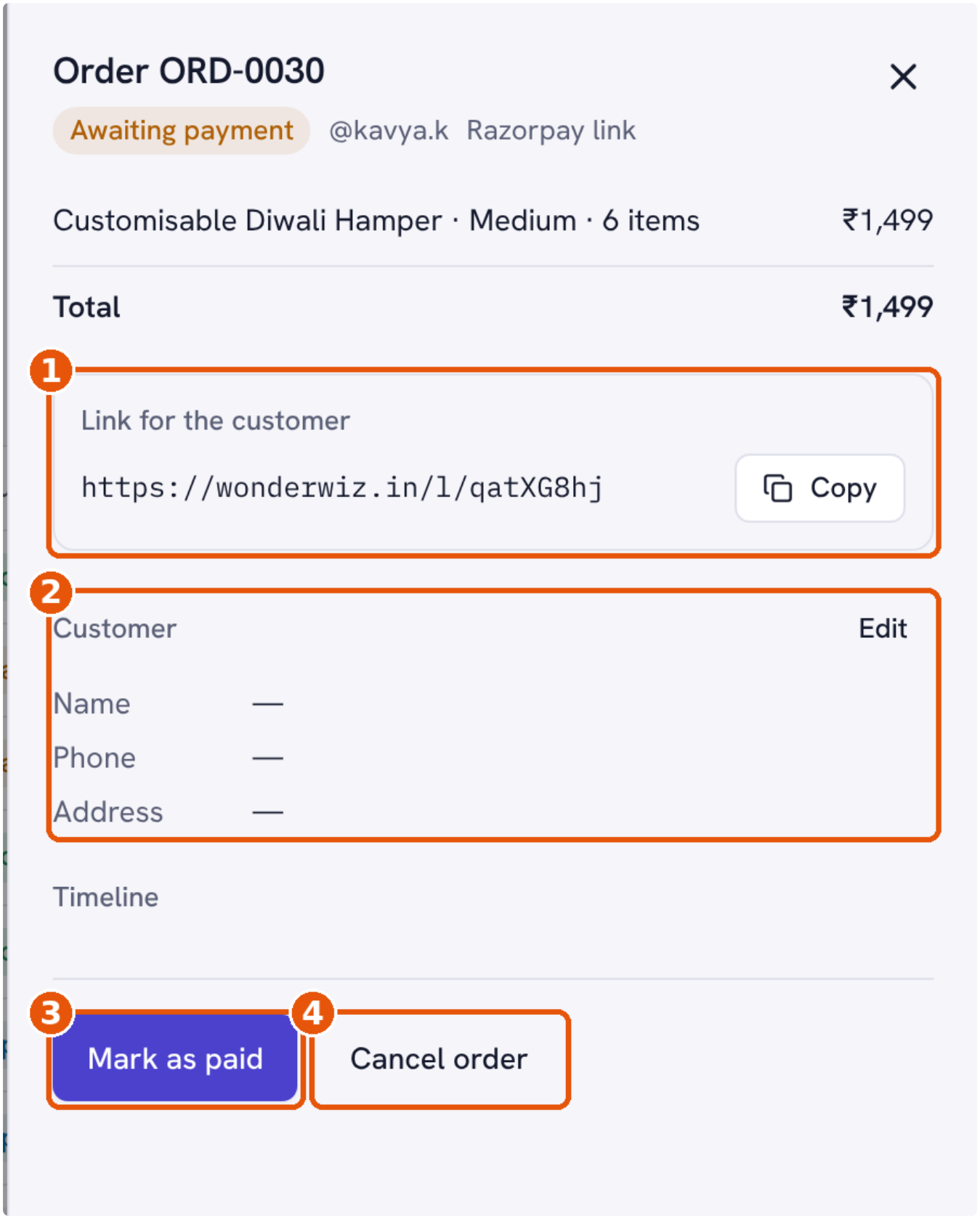
Screenshot: the order list.



In the order details you see the items and total, the **Link for the customer** (with **Copy**, if they lost it), their name, phone and address, and the timeline of everything that happened.

- **Mark as paid**: for UPI or cash payments. The buyer gets your confirmation message.
- Click **Mark shipped** when you dispatch and **Mark delivered** when it arrives, so Analytics shows real sales. **Mark refunded** records a refund.
- **Cancel order**: if the buyer changes their mind.

Screenshot: an order's details.

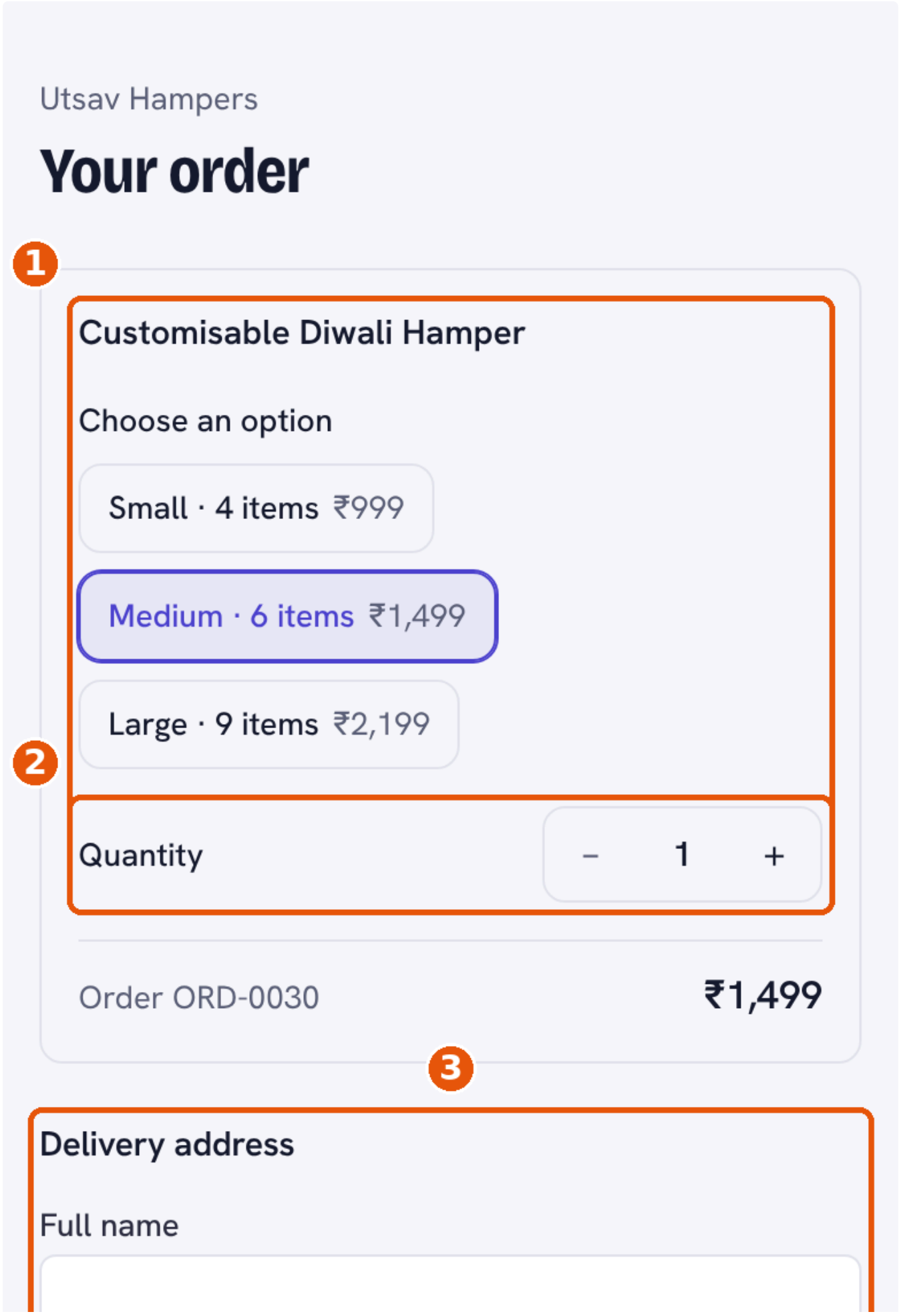


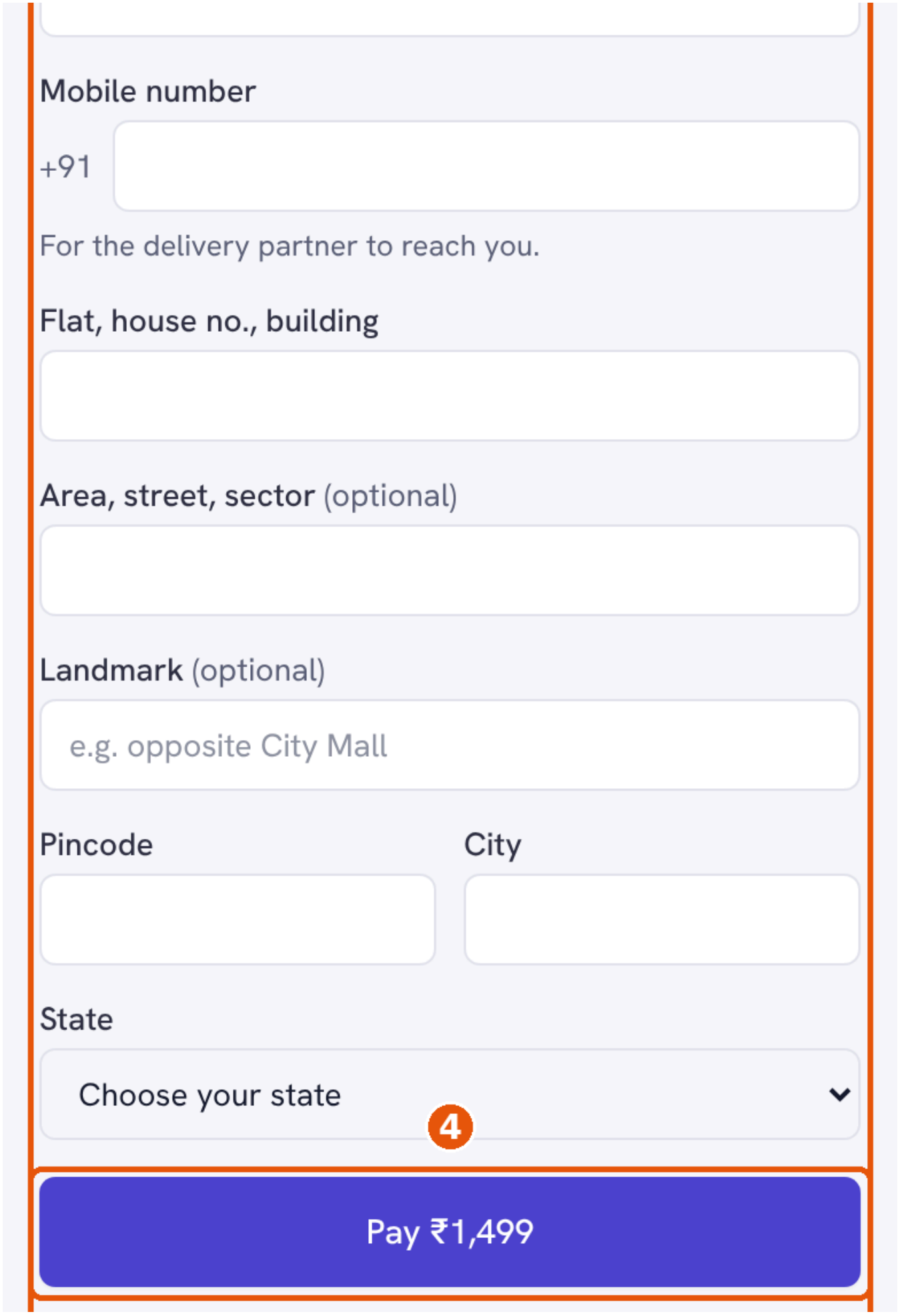
11. What your buyer sees

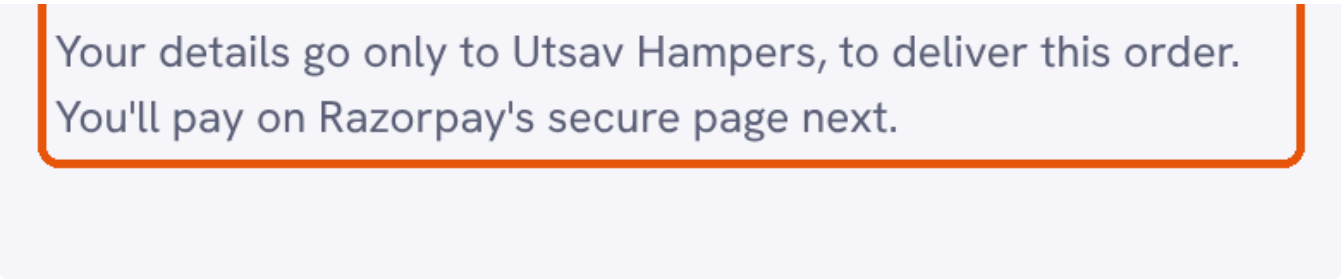
It helps to know exactly what your customer goes through. Try it yourself once with a test order.

1. **Chat**: they ask about a product; the AI answers with the real price and, when they want it, sends the checkout link.
2. **Choose an option**: buttons for each size, colour or pack, with its price. Sold-out options are crossed out.
3. **Quantity**: the − and + buttons, up to what's in stock. The total updates as they choose.
4. **Delivery address**: full name, mobile number, house and street, landmark, pincode, city and state.
5. **Pay**: the button shows the exact total. They pay on Razorpay's secure page (or with UPI, if you chose that).
6. **Confirmation**: a page says *Confirming your payment* and then *Payment successful*, and your thank-you message arrives in their DMs with the order number, items and address.

Screenshot: the checkout form on a phone.


Utsav Hampers
Your order
1
Customisable Diwali Hamper
Choose an option
Small · 4 items ₹999
Medium · 6 items ₹1,499
Large · 9 items ₹2,199
2
Quantity
– 1 +
Order ORD-0030
₹1,499
3
Delivery address
Full name


Mobile number
+91
For the delivery partner to reach you.
Flat, house no., building
Area, street, sector (optional)
Landmark (optional)
e.g. opposite City Mall
Pincode
City
State
Choose your state
4
Pay ₹1,499



Safe by design: the price, quantity limits and stock are always checked again on our side when they pay, so nobody can change the price. A link that's wrong or expired shows *This link doesn't work. Message the shop on Instagram for a new one.*

12. Teach your AI: policies, knowledge base, brand voice

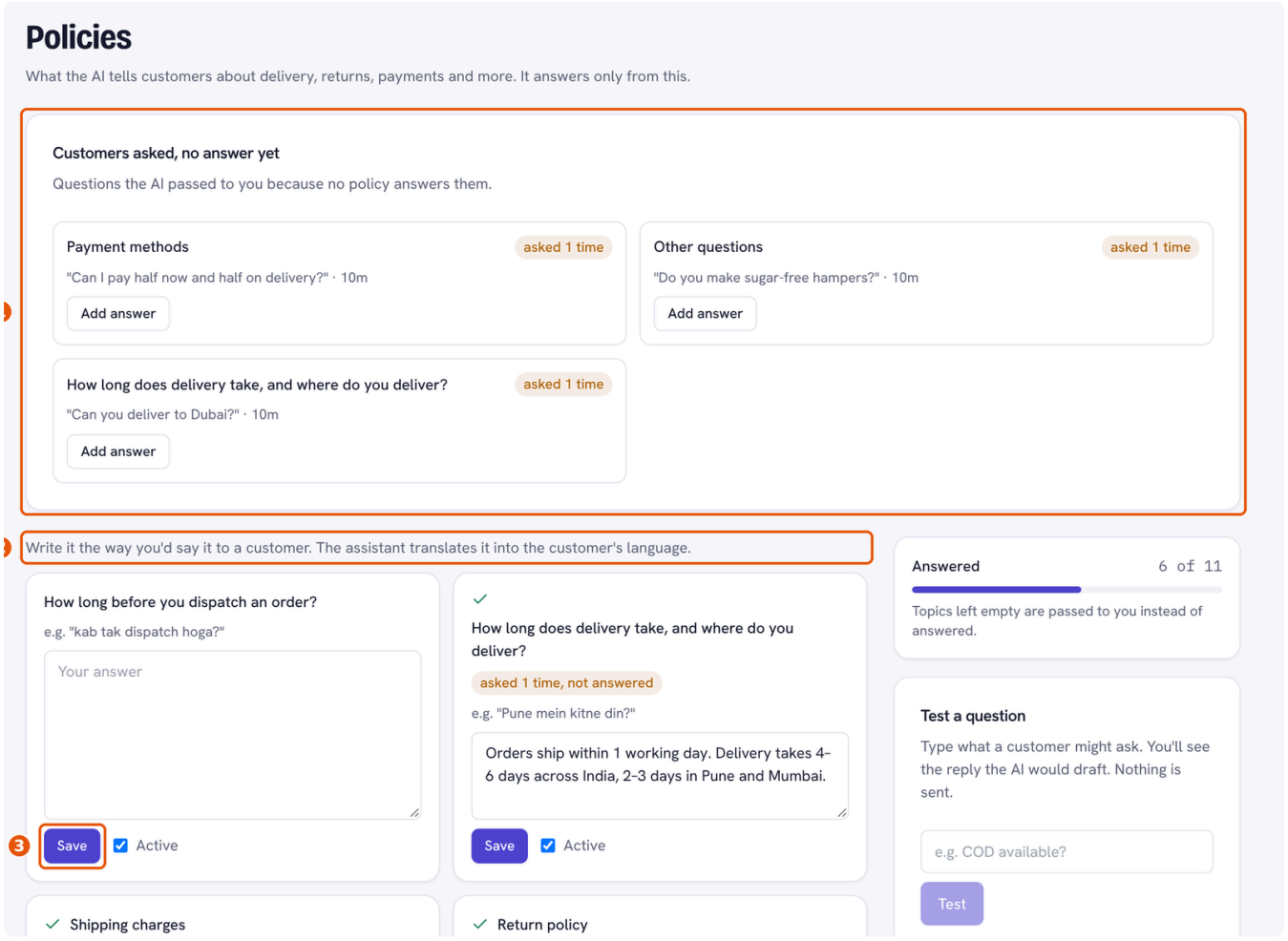
The AI answers only from what you write down. The more you fill in here, the fewer chats come to you.

Policies

Open **Policies**. These are the answers to what customers ask most: dispatch time, delivery time and areas, shipping charges, returns, payment methods.

1. **Customers asked, no answer yet**: real questions the AI couldn't answer, with how often they were asked. Click **Add answer**.
2. Write each answer the way you'd say it to a customer, in any language; the AI replies in the customer's language.
3. Click **Save** under each one.

Screenshot: Policies, with questions customers asked at the top.



Knowledge base

Open **Settings → Knowledge base** for longer facts: your story, FAQs, size charts, care instructions.

- **Upload a file** (PDF, Word, .txt or .md, up to 5 MB; scanned PDFs can't be read), and say whether it's a policy, an FAQ or something else.
- Or **Paste text** with a title and click **Add document**.
- Prices never go here; they come only from Products.

Brand voice

Open **Settings → Brand voice** to make replies sound like you.

- **Tone**, **Languages** (for example `en, hi`), **Emoji use** and **Audience**.
- **Example messages**: paste 5 to 10 real messages you've sent. This matters more than any description.
- **Phrases you actually use**, **Always do** and **Never say**, one per line.
- Click **Save**. If a customer asks "is this a bot?", the AI never denies being an assistant.

13. Contacts and broadcasts

Contacts

Contacts lists everyone who commented on or messaged your account.

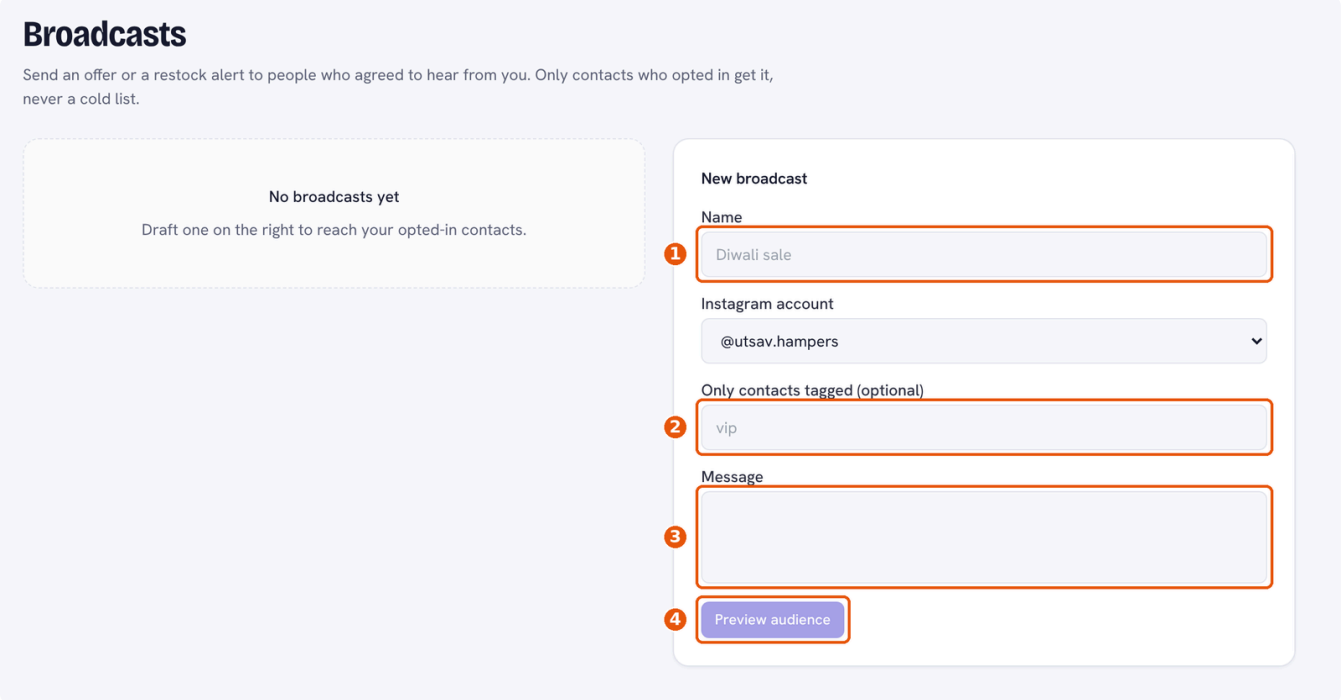
- **Stage**: *new*, *engaged*, *lead*, *customer* or *churned*. Wonderwiz sets it, and you can change it.
- **Buying intent**: how likely they are to buy, from what they said.
- **Tags**: your own labels, such as *Diwali-2026*, for broadcasts later.
- A banner at the top names people who asked about a price and never got a reply. Reply to them first.
- **Ask to opt in**: sends a message asking whether they'd like offers from you.

Broadcasts

Broadcasts send one message to people who agreed to hear from you. Only opted-in contacts receive it, never a cold list.

1. Give it a **Name** and pick the **Instagram account**.
2. Optional: **Only contacts tagged** a tag, for example only Diwali buyers.
3. Write the **Message**.
4. Click **Preview audience** to see how many people it will reach, then send it.

Screenshot: a new broadcast.



14. Content: plan and schedule posts

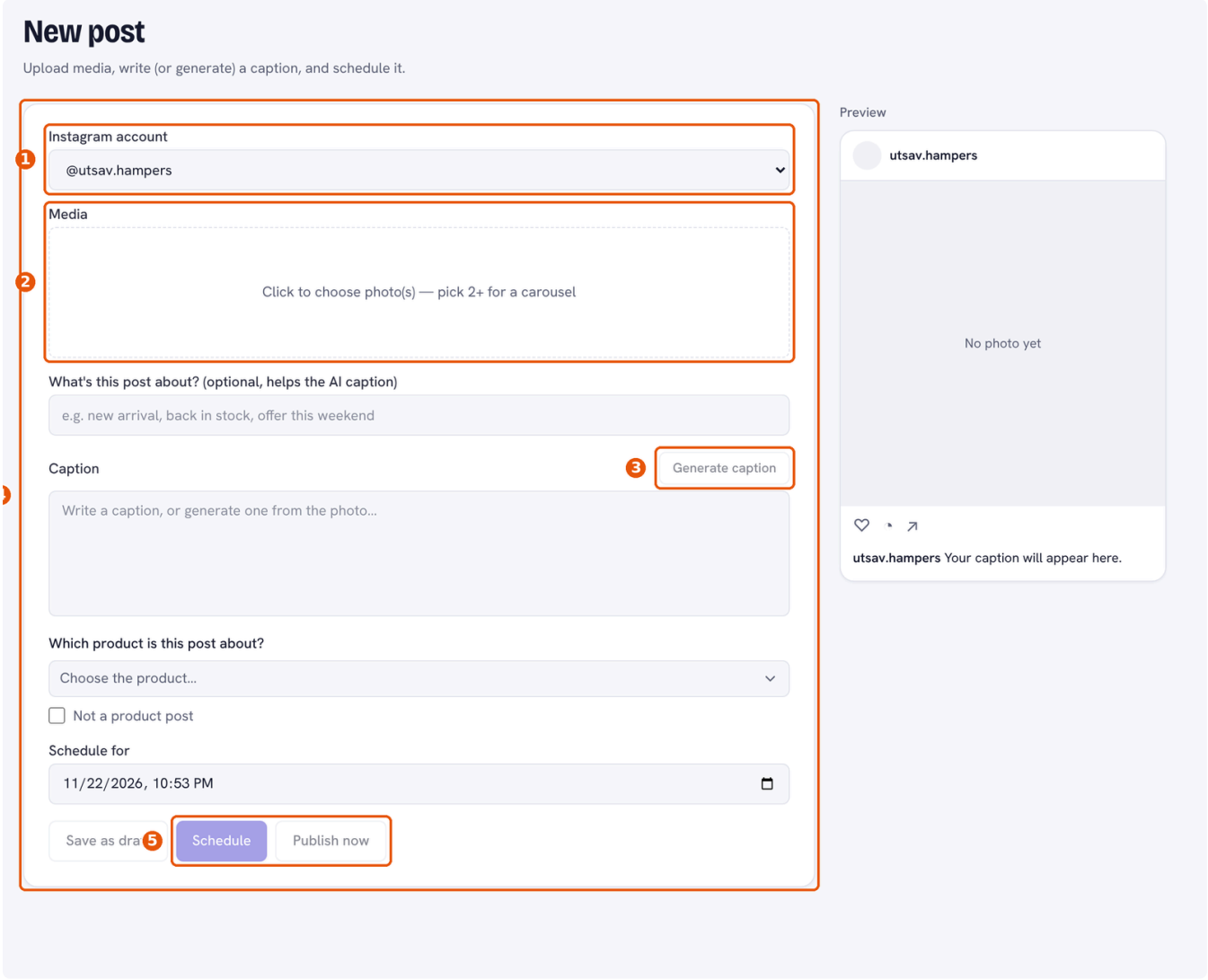
Content is a calendar of your drafts, scheduled posts and what's already live. Click a day to see its posts.

To create a post, click **New post**:

1. Pick the **Instagram account**.
2. **Media**: choose one photo, or two or more for a carousel.
3. Optional: say what the post is about, then click **Generate caption** for an AI caption you can edit. Or write your own in **Caption**.
4. **Which product is this post about?** Pick it here, and price comments on this post are answered from the start, with no linking needed later.
5. Choose **Schedule for** a date and time, then **Schedule**. Or **Save as draft**, or **Publish now**.

The **Preview** on the right shows how the post will look on Instagram.

Screenshot: a new post.

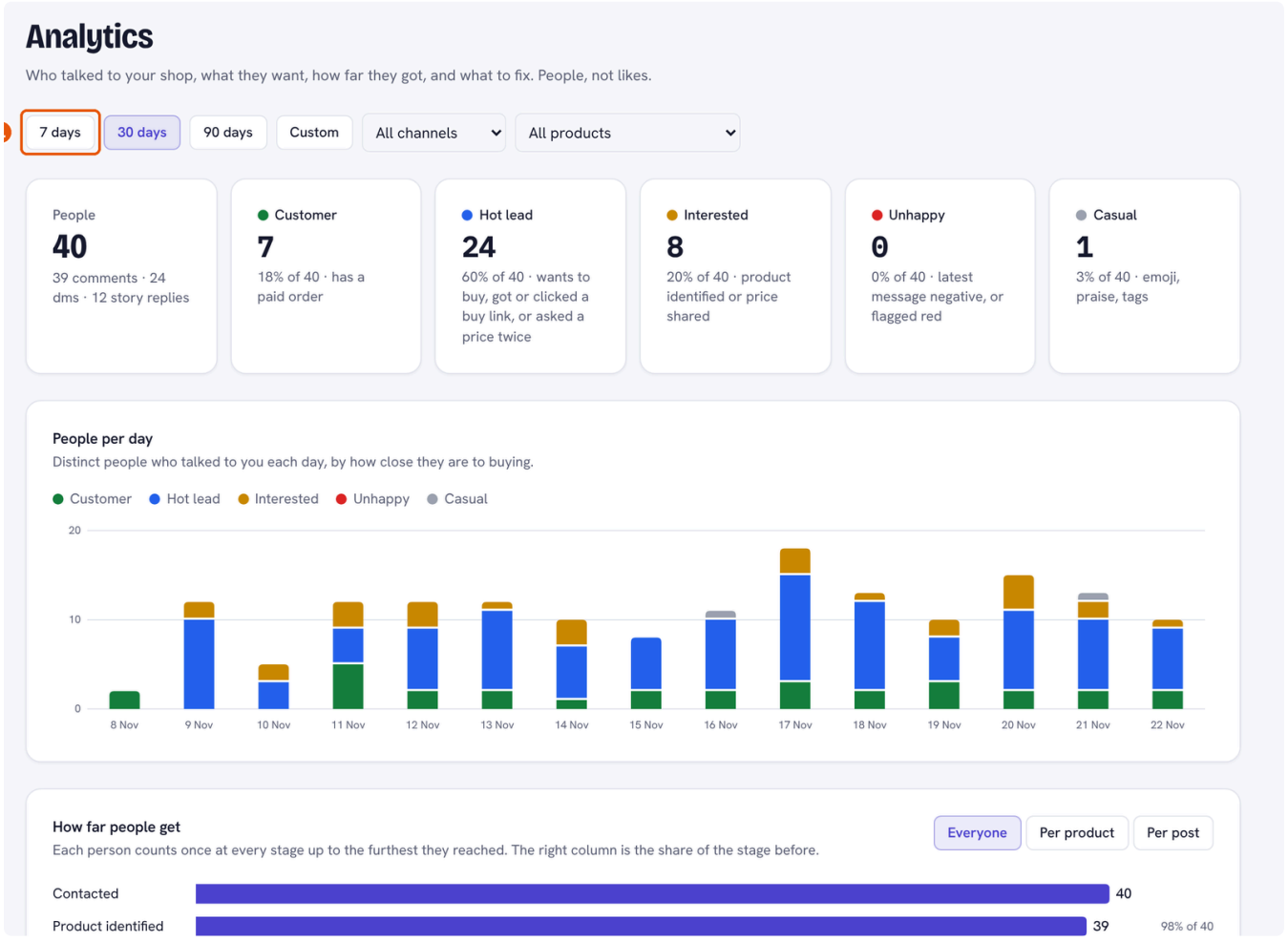


15. Analytics: people, not likes

Analytics shows who talked to your shop, what they want, how far they got, and what to fix.

1. **Period and filters** at the top: 7, 30 or 90 days or custom dates, one channel (comments, DMs, story replies, story mentions) or one product.
2. **People** cards: everyone who reached out, split into *Customer* (has a paid order), *Hot lead* (wants to buy), *Interested* and *Unhappy*. Click a card to see who they are.
3. **How far people get**: the steps from first message to paid order, and where people drop off.
4. **Products people want**: which products are asked about and which actually sell. Many questions and few sales usually means the price or the photos need work.
5. **Posts**: which posts bring conversations and sales. Click one to filter the whole page to that post.
6. **How people feel**, **Service and AI savings** (how fast you replied and the hours the AI saved) and **This week's report**.

Screenshot: the top of Analytics.



Use the download buttons to export the people or products lists as a spreadsheet.

16. Team, billing and plans

Invite your team

Open **Team** (owners and managers only).

1. Type their **Email** and choose a **Role**: *Member* (answers chats and comments, approves replies) or *Manager* (also edits products, automations, policies and settings, and invites people). Connecting Instagram, payment settings, billing and deleting the account stay with the owner.
2. Click **Send invitation**. They get an email with a link to set their own password.

Plans and your AI replies

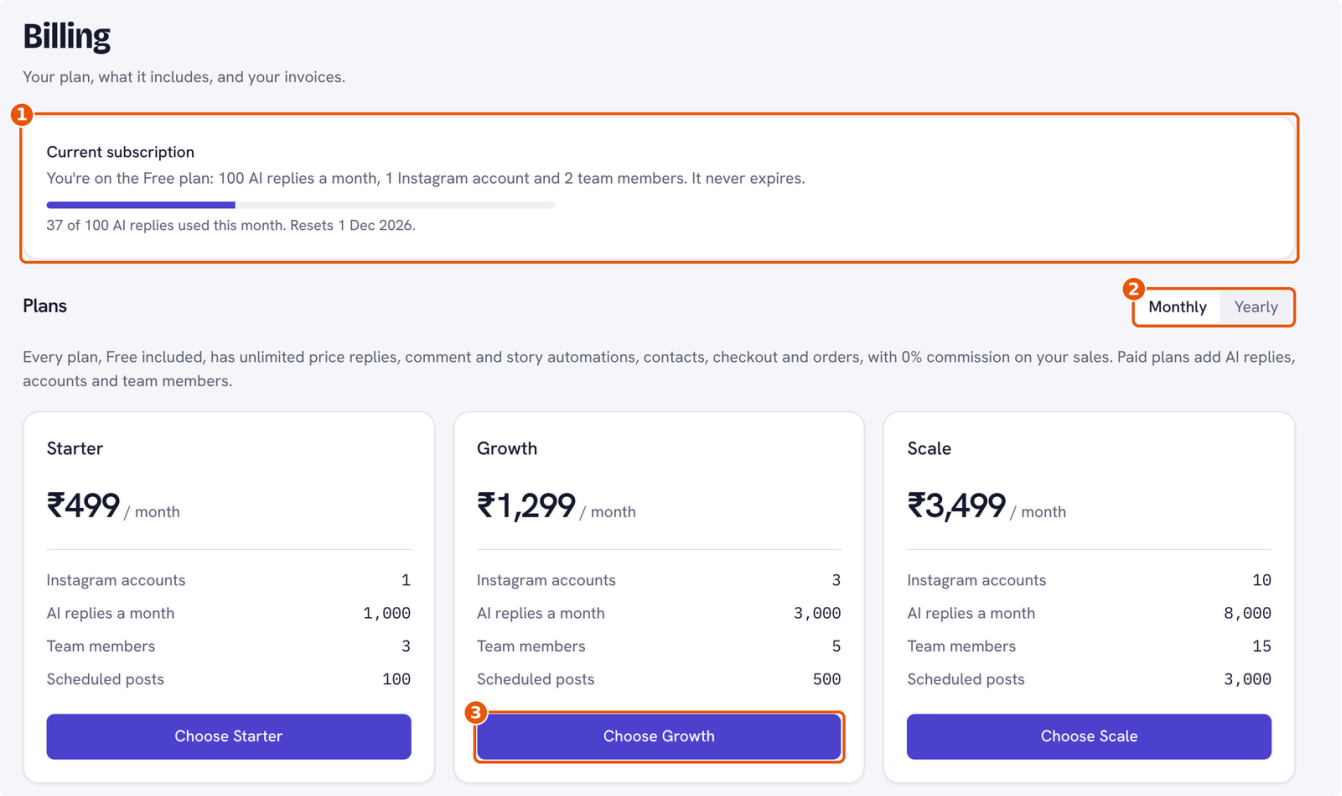
Open **Billing**. Every plan, Free included, has unlimited price replies, automations, checkout and orders, with 0% commission on your sales. Plans differ in AI-written replies, Instagram accounts and team members.

Plan	Price	AI replies a month	Instagram accounts	Team members
Free	₹0	100	1	2
Starter	₹499 a month	1,000	1	3
Growth	₹1,299 a month	3,000	3	5
Scale	₹3,499 a month	8,000	10	15

Yearly plans cost ten months' price (two months free); switch with **Monthly / Yearly**.

1. **Current subscription**: your plan, and a meter of AI replies used this month with the date they reset.
2. Click **Choose Starter**, **Choose Growth** or **Choose Scale** to upgrade, and pay on the secure payment page.
3. **Invoices** appear at the bottom after your first payment.

Screenshot: Billing with the AI reply meter.



When the AI replies run out, nothing stops working except AI-written replies: price replies, automations and checkout links carry on, and new chats wait for you in Approvals until the 1st of next month, or until you upgrade. Home warns you at 80%.

17. Settings and privacy

- **Business profile** (Settings): business name, what you sell, category, location, website, **Currency** (new products use it) and **Timezone**. The AI uses this in every reply, so keep *What you sell or do* specific.
- **Export your data** (same page): a file with everything in your workspace: conversations, contacts, content, knowledge and orders.
- **Delete the account** (same page, owner only): removes your workspace and its data.
- **Support access**: if you need our help, describe the problem and click **Grant support access**. Our team can see your analytics (never your messages) for 4 hours, and you can revoke it earlier.
- **Your customers' data**: addresses and phone numbers are stored encrypted, shown only to your team, and used only to deliver orders.

18. Tips and common questions

A daily routine that works

- [ ] Morning: open **Home**, then **Needs attention**. Reply to red items first.

- [ ] Clear **Approvals** (two minutes).
- [ ] Check **Orders** → *Paid*, pack them and click **Mark shipped**.
- [ ] Published a new reel? Link it on **Posts** the same day.
- [ ] Weekly: answer anything under *Customers asked, no answer yet* on **Policies**, and read **This week's report** in Analytics.

Common questions

Will the AI ever quote a wrong price or promise a discount? No. Prices are inserted from your Products page, never typed by the AI, and any reply about discounts, delivery times, refunds or guarantees waits for your approval.

A customer wrote in Hindi or Hinglish. Will the reply match? Yes. Replies follow the customer's own language.

Why didn't someone get a reply? Common reasons: the post isn't linked to a product (link it on Posts), the question isn't covered by your policies (see Needs attention), more than 24 hours passed since their last message, or this month's AI replies are used up (see Billing).

Does a price reply use my AI replies? No. Price replies, automations and checkout links are free and unlimited on every plan.

A buyer paid but the order still says awaiting payment. With Razorpay, check the webhook on Settings → Payments (section 10). With UPI, open the order and click **Mark as paid** once the money is in your account.

Can I use it on my phone? Yes. Open wonderwiz.in/app in your phone's browser; every page works on a small screen.

Need help? Email support@wonderwiz.in, or grant support access (section 17) so we can look at your analytics with you.