LOVELY - SAMPLE BOT SETUP

Clothing & fashion

Online clothing brand or boutique

This is a complete, working example setup for: Clothing & fashion (online clothing brand or boutique). It shows the format and style that gets the best answers from your bot. Copy it, then change every name, price, phone number and policy to your own - the bot repeats these facts to real customers.

How to use this sample

1. Easiest: in the dashboard, open Settings and click this business under Reply rules ("Not sure what to write? Start from a sample"). Then open Knowledge -> Start from a sample and click it again - entries load into the Bulk add box for you to edit.
2. Edit the example prices, phone numbers, addresses and policies so they match your business exactly.
3. Click Save all (Settings) and Bulk ingest (Knowledge). Then ask the test questions at the end of this PDF in the Playground.

1. Bot persona

Settings -> Bot persona. The bot introduces itself with this name.

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Bot name:       Nusrat
Business name:  Tara Fashion House
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2. Reply rules (system prompt)

Settings -> Reply rules. Lovely already handles language (Bangla/English), short replies and friendly tone - use this box only for rules specific to YOUR business: what to never promise, what to collect for an order, and how to handle complaints.

COPY INTO REPLY RULES

- You help customers find clothes, check sizes, stock and prices, and place orders.
- Only mention products, colours and sizes that are in the knowledge base. If a design is not listed, ask the customer to send a screenshot so the team can check.
- When a customer asks about size, ask for their height and usual size or chest/waist measurement, then suggest a size using the size chart in the knowledge base.
- Colours in photos can look slightly different in real life. Mention this when someone asks about colour.
- To take an order, collect: product name or code, size, colour, quantity, full address, phone number and payment method. Repeat the order back before confirming.
- Exchanges are allowed for size problems only, as written in the exchange policy. Never promise a cash refund unless the policy says so.
- Never share other customers' order details. For order status, ask for the order number.
- Be warm and stylish. You may suggest one matching item (for example a dupatta with a kameez) but

do not push hard.

3. Knowledge entries

Knowledge -> Bulk add. One fact per entry, with an empty line between entries. Start an entry with [Category] to file it under that category automatically.

[Products] Code TF-101 Cotton three-piece (kameez, salwar, dupatta). Price 2,450 taka. Colours: maroon, sea green, navy blue. Sizes: 38, 40, 42, 44. Fabric: soft cotton, good for summer.

[Products] Code TF-205 Georgette party gown with stone work. Price 4,800 taka. Colours: black, wine red. Sizes: M, L, XL. Fabric: georgette with silk lining.

[Products] Code TF-310 Men's cotton panjabi. Price 1,850 taka. Colours: white, off-white, sky blue, olive. Sizes: 38, 40, 42, 44, 46.

[Products] Code TF-420 Women's linen kurti. Price 1,250 taka. Colours: beige, mint, peach. Sizes: S, M, L, XL. Machine washable on gentle cycle.

[Size chart] Women's kameez and kurti size chart (chest in inches): S = 36, M = 38, L = 40, XL = 42, XXL = 44. Numbered sizes 38, 40, 42, 44 mean the chest measurement in inches.

[Size chart] Men's panjabi size chart: size 38 fits height 5 ft 2 in to 5 ft 4 in, size 40 fits 5 ft 5 in to 5 ft 7 in, size 42 fits 5 ft 8 in to 5 ft 10 in, size 44 and 46 fit 5 ft 11 in and taller. Length can be shortened for free.

[Delivery] Delivery charge inside Dhaka is 70 taka, delivery takes 1 to 3 days. Outside Dhaka is 130 taka, delivery takes 3 to 5 days by courier.

[Payment] Payment: cash on delivery is available all over Bangladesh. Outside Dhaka, customers must pay the delivery charge in advance by bKash or Nagad. bKash merchant number: 01800-000000.

[Exchange] Exchange policy: If the size does not fit, you can exchange within 3 days of delivery. The item must be unworn, unwashed, with the tag attached. The customer pays the delivery charge for the exchange.

[Exchange] We do not give cash refunds. If the product is damaged or the wrong item was sent, we exchange it for free or give a store credit voucher of the full amount.

[Custom] Custom tailoring: We can stitch three-pieces to your own measurements for an extra 300 taka. Custom orders take 7 days and cannot be exchanged.

[Offers] Eid offer: 15 percent off on all three-pieces and panjabis until the day before Eid. Buy 2 panjabis and get free delivery anywhere in Bangladesh.

[Showroom] Showroom: Shop 45, Level 3, Bashundhara City, Panthapath, Dhaka. Open every day from 10am to 8pm, closed on Tuesday.

[Orders] To check order status, send your order number (starts with TF) or the phone number used for the order. Orders are usually shipped within 24 hours.

[Care] Care instructions: Cotton and linen can be machine washed in cold water. Georgette, silk and stone-work items must be dry cleaned or gently hand washed. Do not iron directly on stone work.

What your own knowledge should cover

A checklist for this kind of business. Missing facts = "I'll check and get back to you".

- Product names or codes with price, fabric, colours and sizes
- Size chart in inches for each product type
- Delivery charges and delivery time inside and outside Dhaka
- Exchange and return policy with the time limit
- Payment methods and advance payment rules
- Showroom address, hours, and current offers

Writing entries the bot can find

- One topic per entry. Delivery in one, returns in another - the bot looks up the 4 closest entries for each question.
- Write full sentences with the actual numbers. Repeat the product or topic name inside the entry.
- Use the words your customers use (e.g. "delivery charge", "COD", "bKash", "size").
- When something changes, delete the old entry and add the new one - never leave two different prices.

Good: Free delivery inside Dhaka on orders of 1,500 taka or more. Below that, delivery is 50 taka.
Weak: We have the best delivery service!!

Good: Return policy: unopened items can be returned within 3 days with the invoice.
Weak: Returns possible sometimes, ask us.

4. Test it

Dashboard -> Playground (or Knowledge -> Test what the bot knows). Ask these and check every number.

- TF-101 er dam koto? kon kon colour ache?
- I am 5 ft 9 in, which panjabi size should I take?
- Can I return the dress if I don't like it?
- Outside Dhaka COD hobe?
- Do you have a showroom?
- How long does custom stitching take?

TIP

Short on time? Paste your price list, Facebook page posts or notes into ChatGPT, Gemini or Claude and ask:
"Turn this into short knowledge entries for a customer-support chatbot, in the same format as this sample: [Category] one fact per entry, with real numbers, one empty line between entries."
Read the result once before pasting - AI can slip on numbers.