

What happens after the installation?

A Shoplytics technician will perform a comprehensive tracking check within 48 hours...

Tip: It's best to send a short email to data@shoplytics.io as soon as you've integrated Shoplytics into your shop system. That way, the tracking check can take place as early as possible.

If any irregularities occur during the tracking check, we will resolve them as quickly as possible and then contact you via email with the next steps.

If the tracking check was successful...

Then we will send you an email to inform you about it and explain the next steps.

When does the onboarding call take place?

After a successful tracking check, we place your Shoplytics account into a 1-week monitoring routine to make sure everything is running as expected.

After this week, we will send you another email with an invitation to the onboarding call. You can then choose a suitable appointment from the calendar.

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