

Onboarding, Support & Troubleshooting

Your Complete Guide to Getting the Most from CohrenzAI

CohrenzAI
Noida, Uttar Pradesh, India
info@cohrenzai.com | +91 8273597975

Getting Started Checklist

Here is a step-by-step checklist to get your CohrenzAI chatbot up and running:

- Step 1: Sign up for a CohrenzAI account at our website or contact info@cohrenzai.com
- Step 2: Choose your plan (Free, Standard at \$300/month, or Premium at \$700/month)
- Step 3: Gather your business documents - PDFs, FAQs, product catalogs, pricing pages, service descriptions
- Step 4: Submit your documents to our team via email or dashboard upload
- Step 5: Wait 24-48 hours for our team to train your custom AI chatbot on your data
- Step 6: Receive your unique API URL and Public Key from our team
- Step 7: Add the one-line script tag to your website before the closing body tag
- Step 8: Test the chatbot by visiting your website and asking questions
- Step 9: Configure Google Sheets or CRM integration for lead export
- Step 10: Go live and start capturing leads

What Documents Should I Provide?

The more relevant data you provide, the better your chatbot will perform. Here are examples of useful documents:

- Product or service description pages
- Pricing and plans information
- Frequently Asked Questions (FAQs)
- Return, refund, and shipping policies
- About us and company overview content
- Team and leadership information
- Case studies and testimonials
- Technical documentation or specifications
- Contact information and office hours
- Blog posts or articles relevant to customer queries

You can provide these as PDF files, Word documents, or simply share your website URLs and we will scrape the content for you.

How to Update Your Knowledge Base

As your business evolves, you may need to update the chatbot's knowledge base with new information. Here is how:

- Send updated or new documents to info@cohrenzai.com

- Our team will process the updates within 24 hours
- The chatbot will automatically start using the updated knowledge base
- No changes needed on your website - your script tag stays the same

On Standard and Premium plans, you can request unlimited knowledge base updates. On the Free plan, you get one initial setup and one update during your 2-month access period.

Setting Up Google Sheets Lead Export

CohrenzAI can automatically export captured leads to a Google Sheet in real time. Here is how to set it up:

- Step 1: Create a Google Sheet in your Google Drive
- Step 2: Share the sheet with the service account email we provide during onboarding
- Step 3: Share the sheet URL with our team
- Step 4: We configure the automatic export on our end

Once configured, every time a lead is captured by your chatbot, a new row is automatically added to your Google Sheet with the following columns: session ID, name, email, phone, intent summary, and timestamp.

Managing Your Account

How to upgrade your plan

Contact our team at info@cohrenzai.com to upgrade your plan. Upgrades take effect immediately and you pay the prorated difference for the current billing period.

How to downgrade your plan

Contact our team to request a downgrade. Downgrades take effect at the start of the next billing cycle.

How to cancel your account

Send an email to info@cohrenzai.com requesting cancellation. Your data is retained for 30 days for export, then permanently deleted. Remove the script tag from your website to remove the chatbot.

Common Troubleshooting

The chatbot is not appearing on my website

Check the following:

- Verify the script tag is placed before the closing body tag in your HTML
- Make sure the data-api-url and data-public-key attributes are correctly set
- Clear your browser cache and reload the page
- Check your browser console for any JavaScript errors
- Ensure your website does not have a Content Security Policy that blocks external scripts
- If using WordPress, try disabling caching plugins temporarily

The chatbot is giving wrong or irrelevant answers

This usually means the knowledge base needs updating:

- Make sure you have provided comprehensive documents covering the topic being asked about
- Check if the information in your documents is current and accurate
- Send additional documents or FAQs to our team to expand the knowledge base
- If the chatbot is answering from outdated information, send us the updated documents

Leads are not appearing in Google Sheets

- Verify the Google Sheet sharing permissions are correctly set
- Check that the service account email has Editor access to the sheet
- Ensure the sheet has not been moved or deleted
- Contact our support team if the issue persists

The chatbot response is slow

- Response times depend on AI model processing and network latency
- Typical response time is 2-5 seconds
- If consistently slow, contact our team to investigate
- Large knowledge bases may require optimization

I want to change the chatbot appearance or colors

Contact our team with your brand colors and preferences. We can customize the chat button color, panel design, header text, and overall look to match your brand identity.

Getting Support

CohrenzAI offers multiple support channels:

Email Support

Email us at info@cohrenzai.com. We respond within 24 hours on business days. Priority support for Standard and Premium plans.

Phone Support

Call us at +91 8273597975 or +91 8770278713 during business hours (IST 10 AM - 6 PM, Monday to Friday).

Support Coverage by Plan

- Free Plan: 1 month of email support included
- Standard Plan: 4 months of priority email support. Additional support at \$50/month.
- Premium Plan: 4 months of dedicated support with a dedicated account manager. Additional support at \$50/month.

Best Practices for Maximum Results

- Provide comprehensive and up-to-date business documents for training
- Include your complete FAQ list - the more questions covered, the better the chatbot performs
- Update the knowledge base whenever you launch new products, change pricing, or update policies
- Review captured leads regularly and follow up within 24 hours for best conversion rates
- Use intent analysis reports to identify gaps in your offerings or website content
- Monitor chatbot conversations periodically to identify areas for improvement
- Share customer testimonials and case studies to help the chatbot build credibility during conversations