

# Frequently Asked Questions

Comprehensive Answers to Every Question About CohrenzAI

CohrenzAI  
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## General Questions

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### What is CohrenzAI?

CohrenzAI is an AI-powered chatbot platform that helps businesses convert website visitors into qualified leads. We deploy intelligent, intent-driven chatbots on your website that understand visitor queries, provide accurate answers from your business data, capture lead information, and analyze visitor intent - all automatically, 24 hours a day, 7 days a week.

### How is CohrenzAI different from other chatbots?

Unlike generic chatbots that give pre-scripted or template-based answers, CohrenzAI chatbots are trained specifically on YOUR business data. Our chatbots use advanced AI with Retrieval-Augmented Generation and vector embeddings to understand context and provide accurate, natural responses. Additionally, our chatbots actively detect buying intent, capture leads intelligently, and provide detailed intent analytics about each visitor.

### Who founded CohrenzAI?

CohrenzAI was co-founded by Saket Ahlawat (CEO), Keith Swamy (CEO), Vagesh Khatri (COO), and Vudit Sarin (CPO). The company is headquartered in Noida, Uttar Pradesh, India.

### Where is CohrenzAI located?

CohrenzAI is based in Noida, Uttar Pradesh, India. We serve clients globally.

### How do I contact CohrenzAI?

- Email: [info@cohrenzai.com](mailto:info@cohrenzai.com)
- Phone: +91 8273597975 or +91 8770278713
- Location: Noida, Uttar Pradesh, India

### Is CohrenzAI suitable for small businesses?

Absolutely. We offer a Free plan that lets small businesses test the platform with up to 5 users for 2 months at no cost. Our one-script integration means you do not need a technical team to get started.

## Product and Features

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### What features does CohrenzAI provide?

- Seamless Customer Journey: 24/7 automated support, instant query resolution, intelligent FAQ handling
- Lead Generation and Conversion: Identify qualified leads, book demos, schedule appointments automatically
- AI-Ready Knowledge Systems: Transform PDFs and documents into structured knowledge for context-aware responses
- Trained on Your Business Data: Every chatbot trained on YOUR data for accurate, on-brand responses
- Simple and Secure Integration: One-script website integration with end-to-end data security
- Internal AI Support: Deploy internal chatbots for employee support and productivity

### How does the chatbot answer visitor questions?

The chatbot uses Retrieval-Augmented Generation (RAG). When a visitor asks a question, the system searches your knowledge base to find the most relevant information, then uses AI to generate a natural response based on that information. Answers are always grounded in your actual business data.

### Can the chatbot handle multiple visitors simultaneously?

Yes. CohrenzAI handles thousands of concurrent conversations. Each visitor gets their own isolated session. The system is built on FastAPI with async processing for high concurrency.

### Does the chatbot work 24 hours a day?

Yes. Once deployed, the chatbot runs 24/7 with no business hour restrictions. Visitors can get instant answers at any time, even at midnight. This is especially valuable for capturing leads from visitors in different time zones.

### What kind of questions can the chatbot answer?

- Product or service information and descriptions
- Pricing details and plan comparisons
- Business hours, location, and contact information
- Frequently Asked Questions about your company
- Technical specifications and feature details
- Policy information such as returns, refunds, shipping

If a visitor asks something not covered in your data, the chatbot will honestly say it does not have that information and suggest contacting your team directly.

## Lead Generation

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### How does CohrenzAI capture leads?

CohrenzAI uses a three-trigger system:

- Opportunistic Trigger: If a visitor shares their email or phone during conversation, the system captures it
- Intent Trigger: When a visitor asks about pricing, demos, or services, the chatbot recognizes buying intent and collects contact information
- Engagement Trigger: After 4 or more messages showing sustained interest, the chatbot proactively asks for contact details

The lead capture flow is natural, not pushy. The chatbot asks for name first, then email, then phone - one at a time.

### What information does the chatbot collect from leads?

- Full name
- Email address (validated)
- Phone number (validated, supports Indian phone numbers)
- Intent summary: AI-generated analysis of visitor interest and needs
- Session ID and timestamp

### Where do captured leads go?

Leads are automatically exported to Google Sheets in real time with name, email, phone, intent summary, session ID, and timestamp. CRM integration (Salesforce, HubSpot, Zoho) is available on Premium plan.

### What is Intent Analysis?

Intent Analysis examines the full conversation to produce a structured report including: user interest level (exploratory, evaluative, transactional), specific products of interest, actual requirements, unmet needs, matched offerings, and behavioral signals like comparison shopping or trust-building.

## Pricing and Plans

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### How much does CohrenzAI cost?

- Free Plan: \$0/month - Up to 5 users, 2-month access, 1 month support, basic features
- Standard Plan: \$300/month - Up to 500 users, lifetime access, 4 months support, advanced lead capture, Google Sheets integration. Most popular.
- Premium Plan: \$700/month - Up to 5000+ users, lifetime access, dedicated support, full analytics, CRM integration, multi-site deployment, dedicated account manager, 99.9% SLA

### Is there a free trial?

Yes. The Free plan gives full access to core features for 2 months with up to 5 users. No credit card required.

### Can I upgrade or downgrade?

Yes, at any time. Upgrades take effect immediately. Downgrades take effect at the next billing cycle. No penalty for switching.

### Is there a long-term contract?

No. All plans are month-to-month. Cancel anytime. No long-term commitment required.

### What payment methods do you accept?

Major credit/debit cards, bank transfers, and UPI for Indian clients.

### Do you offer refunds?

We offer refunds on a case-by-case basis within the first 14 days of a paid subscription. Contact [info@cohrenzai.com](mailto:info@cohrenzai.com).

## Security and Privacy

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### Is my data secure?

Yes. We implement HTTPS encryption, encrypted databases, API key authentication, parameterized SQL queries, and session isolation. We never sell your data.

### Does CohrenzAI use cookies?

No. The chatbot uses localStorage for session IDs only. No tracking cookies.

## **Is CohrenzAI compliant with data protection laws?**

Yes. We comply with India's DPDPA 2023 and align with GDPR, ISO 27001, and OWASP guidelines.

## **What happens to my data if I cancel?**

Data is retained for 30 days for export, then permanently deleted.