AI Variables Showing "No Data Found" (False Bug – Check API Credits)

Summary: **When AI-driven variables return "no data found" or nothing at all, it's often because the user's API usage is exhausted, not a platform bug.** In other words, if dynamic enrichment fields or AI variables aren't populating, the user may have run out of credits with a data provider. This is a *"false bug"* scenario caused by usage limits.

- **Context:** Users might report *"The AI variables aren't working; I get 'no data found'"* and assume something is broken. One internal analysis noted a case where variables weren't returning results because the account had **no API credits left** for that service. The user saw it as a bug, but in reality they'd hit their quota. It wasn't a question about how to use variables either, hence the confusion – we classify it as a **misidentified bug**.

- **Verification:** The first troubleshooting step is to **check the user's credits/usage** for data providers (e.g., third-party enrichment APIs). If the platform or notifications indicate they've exhausted their monthly allotment or API calls, that explains the empty data. Fin can ask the user to look at their usage stats or any alerts in the app (often there's a notification if credits are low or zero).

- **Resolution:** If credits are indeed used up, the solution is to **replenish or wait for reset**. Once the user has available credits again (either by purchasing more or when their plan resets), the AI variables should resume populating normally. Emphasize that nothing is wrong with their configuration – the system is just out of data calls to use. On the other hand, if they do have credits remaining and still see "no data" for all leads, then it could be a genuine issue to investigate further. But typically, this "no data found everywhere" scenario points to hitting a limit.

- **Answer Strategy:** Fin should *suggest the likely cause upfront: e.g.,* "We've seen that when all AI-driven fields come up empty, it's often because the allotment of external data credits has been exhausted. Could you check your notifications or usage dashboard to see if you've hit any limits?*"* This guides the user to the real cause. If confirmed, Fin can then advise how to top up

credits or wait for the next cycle. Framing it this way turns a confusing situation into an easy fix and prevents an unnecessary bug report. Essentially, Fin is proactively clarifying that the "bug" is actually a usage issue, and directing the user how to resolve it.