

# CareerCraft AI - AI Chatbot Support & Help Center

## 1. Overview

CareerCraft AI includes an AI-powered chatbot designed to provide **instant support** for resume building, cover letter generation, and troubleshooting user issues. The chatbot can assist with:

- Resume optimization queries.
- ATS compatibility concerns.
- Subscription and billing questions.
- Troubleshooting login and account issues.

## 2. Key Features of AI Chat Support

Feature	Description
Resume Writing Tips	AI suggests professional bullet points for your experience and skills.
Cover Letter Assistance	AI helps generate a tailored cover letter based on your resume.
ATS Optimization Advice	AI provides recommendations to improve resume compatibility with Applicant Tracking Systems.
Job Description Matching	Users can paste job descriptions, and AI will tailor their resume accordingly.
Billing & Subscription Queries	Users can ask about pricing, cancellations, and refunds.
Troubleshooting Help	AI assists with common issues like login errors, file exports, and account settings.
Fallback to Human Support	If the AI cannot resolve an issue, it escalates to a live support agent.

### 3. How to Use the AI Chatbot

1. **Open CareerCraft AI** and go to the bottom-right chat widget.
2. Type your query, e.g., *"How can I make my resume ATS-friendly?"*
3. The AI will provide step-by-step guidance.
4. If needed, you can escalate the issue to human support.

### 4. Common Chatbot Queries & Answers

#### **Q1: How can I optimize my resume for ATS?**

*☒ Ensure your resume uses standard formatting, keywords from the job description, and simple fonts.*

#### **Q2: Can the AI chatbot help with grammar issues?**

*☒ Yes! It provides real-time grammar and readability suggestions.*

#### **Q3: How do I download my resume as a PDF?**

*☒ Click on 'Export' in the top-right and select 'Download as PDF'.*

#### **Q4: How do I contact human support?**


*☒ Type 'Talk to support' in the chatbot, and it will connect you to a live agent.*

#### **Q5: Can the chatbot write a resume for me?**


*☒ Yes, it suggests bullet points based on your job title, experience, and skills.*

## 5. Troubleshooting Chatbot Issues


**Issue: The chatbot is not responding.**

 *Check your internet connection and refresh the page.*

**Issue: The chatbot provides incorrect resume suggestions.**


 *Ensure you have entered the correct job title and experience details.*


**Issue: The chatbot does not recognize my subscription.**

 *Try logging out and back in. If the issue persists, contact support.*

## 6. Contact & Support

 **Email:** [support@careercraftai.com](mailto:support@careercraftai.com)

 **Phone:** +1 800-123-4567

 **Help Center:** [careercraftai.com/help](https://careercraftai.com/help)