

CareerCraft AI Customer Support Documentation

1. Introduction

CareerCraft AI is committed to providing exceptional customer support to ensure a seamless user experience. This document outlines the various support channels, common user queries, troubleshooting steps, and escalation procedures.

2. Customer Support Channels

2.1. Contact Methods

Users can reach CareerCraft AI support through the following channels:

- **Email Support:** support@careercraftai.com (Response time: 24-48 hours)
- **Live Chat:** Available for Pro and Premium users (Response time: <5 minutes)
- **Help Center:** Comprehensive self-service knowledge base
- **Community Forum:** Users can ask and answer questions
- **Phone Support:** Available for enterprise customers (9 AM - 6 PM EST)

2.2. Support Availability

| Plan | Support Type | Response Time |
|------------|---------------------------|---------------|
| Free | Email, Help Center | 24-48 hours |
| Pro | Email, Live Chat | <12 hours |
| Premium | Email, Live Chat, Phone | <6 hours |
| Enterprise | Dedicated Account Manager | Priority |

3. Common Customer Queries

3.1. Account & Billing

Q1: How do I reset my password?

A: Click “Forgot Password” on the login page and follow the instructions.

Q2: Can I change my subscription plan?

A: Yes, go to Account Settings > Subscription > Change Plan.

Q3: How do I cancel my subscription?

A: Navigate to Subscription Settings and click **Cancel Plan**.

3.2. Resume & Cover Letter Issues

Q4: Why is my resume not ATS-friendly?

A: Ensure it follows CareerCraft AI's ATS optimization guidelines, including proper formatting and keyword usage.

Q5: How can I edit my resume after downloading it?

A: You can edit your resume anytime and re-download it in PDF or Word format.

3.3. AI Functionality & Errors

Q6: The AI-generated content is not relevant to my job role. What should I do?

A: Ensure you have selected the correct job title and industry before generating content.

Q7: My AI chatbot is not responding. What should I do?

A: Refresh the page, check your internet connection, and try again. If the issue persists, contact support.

4. Troubleshooting Guide

4.1. Login Issues

- **Issue:** Unable to log in

- **Solution:** Ensure your credentials are correct, reset your password if necessary, and check for any ongoing system outages.

4.2. Payment & Billing Errors

- **Issue:** Payment declined
- **Solution:** Verify your payment method, ensure sufficient funds, or try a different card.

4.3. Resume Formatting Issues

- **Issue:** Resume formatting looks incorrect in PDF
- **Solution:** Use CareerCraft AI's formatting tools and ensure the document is ATS-compliant.

5. Escalation Procedures

If your issue is unresolved, escalate it as follows:

1. **Tier 1:** General support via Help Center and FAQs.
2. **Tier 2:** Email/live chat support for deeper investigation.
3. **Tier 3:** Escalation to senior technical support.
4. **Tier 4:** Contact a dedicated account manager (Enterprise only).

6. Feedback & Improvements

Users can submit feedback via the Help Center or email feedback@careercraftai.com. Our team reviews suggestions monthly for platform improvements.