

Add AI Answers to your plan

Plans and billing

Add AI to a Bootstrap or Growth plan with the AI add-on. Readers get instant answers written from your articles, and your team gets AI writing help in the editor. Catalyst already includes all of this.

Who can do this: The account owner · **Plans:** Bootstrap and Growth (Catalyst includes AI)

What it costs

- \$29/month on a monthly plan.
- \$24/month on a yearly plan, billed with your plan (\$288 a year).

Adding or removing the add-on partway through a billing period is prorated. There are no per-answer fees; fair-use limits apply.

The add-on is per help center. If you pay for more than one help center, each has its own **AI Features** card, which says which help center it's for, and adding the add-on there turns on AI for that help center only.

What it includes

- **AI Answers:** readers ask a question in your help center's search bar or in the widget, and get an answer written only from your published articles, with links to its sources.
- **Smarter search and suggestions:** once AI Answers is on, search matches what readers mean, not only the words they type, and the widget suggests articles for the page a visitor is on.
- **AI writing help:** rewrite, shorten or draft text in the editor, and draft meta descriptions and image alt text.
- **AI in your support tools:** AI suggestions in the Zendesk, Front, HubSpot and Intercom integrations.

AI translation isn't part of the add-on. It's only on Catalyst.

Add the AI add-on

1. At the bottom of the left menu, click your avatar, then **Billing & Invoices**.
2. In the **AI Features** card for the help center you want, click **Add to Subscription**.
3. A message confirms that the add-on is being added to your help center, and we email you as soon as it's active. The card shows **Active**.

Manage your subscriptions

Number of help centers: 3

YOUR PLAN: NORTHWIND

ACTIVE Growth \$149.00/mo

- Up to 10 Team Members
- Unlimited Viewers
- 60 Days Analytics
- All Integrations
- MCP Server** for Claude and AI Agents
- Multi-Language Support
- AI Widget
- Custom Domain with SSL
- Free Migration**
- AI Question Answering available as an add-on
- 99.9% Uptime Guarantee**
- White-Glove Support** from the HelpCenter.io team

PAYMENT DETAILS

Northwind Energy VAT Number/Com

billing@northwind.example

Address

United States San Francisco CA

410 Market Street 94105

Address (Line 2)

PAYMENT METHOD

VISA Currently billing Visa **** 1111

Pick a saved method below or add a new one, then Save to make it your default. Active subscriptions move to it automatically.

Paying with Card

4 Click **Choose** on the new plan. It changes right away

The card shows the add-on price for your billing period.

Turn on AI Answers

The add-on makes AI Answers available, but it starts switched off.

4. In the left menu, click the gear icon, then **Settings**.

5. Under **AI features**, switch on **AI Answers**.

The first time, HelpCenter.io prepares your articles in the background, for AI Answers, search by meaning and AI suggestions in your support tools. Until that's done, search works as it did before. See [Turn on AI Answers](#).

Remove the add-on

In the **AI Features** card, click **Remove Add-on**. AI Answers, smarter search and AI writing help switch off. Your articles aren't affected.

Troubleshooting

There's no AI Features card. The card appears once your subscription is active. If you're still in your trial, activate your plan first; you keep your remaining trial days. Only the account owner can open Billing & Invoices.

The card says "Included in your plan". You're on Catalyst, which includes AI. Switch on AI Answers in Settings.

Settings still shows "Add AI Answers to your plan". The add-on isn't active yet. Check the AI Features card in Billing & Invoices, then reload Settings.

"AI add-on is not available for your current plan." The add-on works with Bootstrap and Growth. If you're on an older plan, email support@helpcenter.io.

Related articles

- [AI features in HelpCenter.io](#)
- [Turn on AI Answers](#)
- [Plans and pricing](#)