

AI Answers says it doesn't have the information

Troubleshooting

AI Answers replies "**I don't have that information available. Please contact our support team for assistance.**" when none of the articles it may use answers the question. It never answers from the open internet, so the fix is always in your articles.

No published article answers the question yet

Every answer is written only from the published articles in your own help center. If the answer isn't written down anywhere, write it: add a new article, or add a section to the article readers would expect to find it in. See [Make your help center ready for AI](#).

The article exists, but readers can't see it

AI Answers uses only the articles the reader is allowed to read, with the same rules as search. The article has to be:

- published,
- set to **Public** in its **Access** card (not **Anyone with the link** or **Private**),
- in a category shared with **Everybody**,
- released in the language the reader is using.

See [Search can't find an article](#) for how to check each one.

The answer isn't in the article's text

AI Answers reads the words in your articles. It doesn't read text inside images or videos, or the contents of attached files, and team notes are always left out. Write the key facts out in the article itself.

The article uses different words

AI Answers starts by finding the articles that best match the question. Use the words your readers use: the names of your features, the labels on your buttons and the exact text of error messages. A title that matches the question helps too.

You published it a moment ago

AI Answers needs a moment to pick up new and changed articles. Wait a little, then ask again.

Other messages readers may see

- **"That question is a little too long. Please shorten it to 200 characters or fewer and ask again."** Ask AI takes questions of up to 200 characters. Shorten the question.
- **"The AI assistant can only answer a single question in plain words, so it couldn't take this one. Try asking it another way, or look through the search results."** on your help center, or **Let's try that another way** in the widget. Ask AI takes one question in plain words, so it turns down pasted code, SQL or markup, and several sentences at once. The search results stay on the page, and in the widget the reader can rephrase the question right below the message.
- **"AI answer is unavailable right now."** on your help center, or **Something went wrong** in the widget. This shows when no published article matches the question, when something goes wrong on the way, or when a reader asks many questions in a short time and reaches the fair-use limits. Trying again a little later helps.

- **You're going a little fast** in the widget. The reader asked many questions in a short time and reached the fair-use limits. They can ask again a little later.

There's no Ask AI button at all

- AI Answers is part of the Catalyst plan, and an add-on for Bootstrap and Growth. See [Add AI Answers to your plan](#).
- It's off until you switch it on. Click the gear icon, then **Settings**, and switch on **AI Answers** under **AI features**. See [Turn on AI Answers](#).
- The button can be hidden in your design. In the template editor, open the **Search bar** component and check **Show "Ask AI" button** under **Behaviour**.

See what readers ask

In the left menu, click **Statistics**:

- **What people search for** lists what readers typed. **Failed** shows the searches that didn't lead them to an article.
- **What people ask AI about your articles** lists questions readers asked about a particular article in the widget, and how often each was answered well.
- **What needs your attention** can flag a question the AI struggles with and link to the article to improve.

Still stuck?

Contact our support team with the exact question, the page where it was asked and the article that should answer it. See [Contact HelpCenter.io support](#).

Related articles

- [How AI Answers work](#)
- [Make your help center ready for AI](#)