



AI chatbot troubleshooting

Last Modified on 12/04/2025 5:52 pm EST

Tips for when your AI chatbot doesn't work as expected.

Fix the temporarily unavailable chatbot error

Your AI chatbot may display this error message when you try to submit a question:

Something went wrong. Chatbot responses may be temporarily unavailable.

To fix it, first, identify which scenario applies to you:

I'm receiving this error with an AI chatbot that was previously working

If your AI chatbot was previously returning valid responses and you're now getting this answer, our chatbot service may be having delays. Wait a minute or two and retry your query.

If the issue persists, [contact us](#) so our support team can take a look.

I'm receiving this error for an AI chatbot I just turned on

If you just turned on your AI chatbot and you're receiving this error, you probably don't have a semantic search index created for your knowledge base.

Follow these steps to fix it:

1. Go to **KB settings > Search and synonyms**.
2. In the **General settings** tab, check the **Enable semantic search** toggle at the top of the page. If it's turned off, turn it on. Refer to [Enable semantic search](#) for more information.
3. **Save your changes**.
4. Now go to the **Reindex** tab and select **Reindex KB**. Refer to [Run a required search reindex](#) for more information.

Once the reindex is complete, your AI chatbot should stop giving you this error. If you still experience any issues after reindexing your knowledge base, [contact us](#) for help.
