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Enhance Support with AI-Powered Search in Messenger

2024-11-08 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

Enhance customer support with AI Search in Messenger, designed to help users quickly find the answers they need. This feature uses your existing resources so you can provide precise Help Center content tailored to a user's specific inquiries, moving beyond generic article recommendations.

AI Search intelligently interprets user questions, scans your Data Sources for the most relevant solutions, and delivers a personalized support experience that reduces incoming tickets. This not only elevates the customer experience but also saves your team valuable time by allowing them to focus on more complex issues while AI manages routine inquiries.

The image shows two side-by-side screenshots. On the left is a configuration interface titled 'Add: AI Search'. It has fields for 'Name' (set to 'AI Search'), 'AI Data Source' (set to 'FAQs'), 'Message*' (containing 'I've found an article that can answer your query:'), 'Max number of results*' (set to '1'), 'Display option*' (set to 'Link'), and 'Open link*' (set to 'In a new browser tab'). There are 'Save' and 'Discard Changes' buttons at the bottom. On the right is a sample chat interaction titled 'Mammoth Support'. It starts with a welcome message: 'Welcome to our customer support chat portal. I'm here to help you resolve your query.' A user asks 'How can I help you today?'. A bot responds with 'How do I request time off or a vacation day?'. The user asks 'What is the vacation policy and how do I request time off?'. The bot responds with 'I've found an article that can answer your query:'. A 'Send a message...' input field is at the bottom.

Getting started is simple, set up your AI data sources and then add the AI Search node to your Chatflows and watch as your existing content resolves issues before they reach your support agents. For more details, check out the [AI Search Guide](#).