What Can the AI Assistant Help With?

AI Support · https://www.vinology.com/helping/what-can-the-ai-assistant-help-with/

Our AI assistant is here to make your experience smoother by answering questions, guiding you through our programs, and pointing you in the right direction. But there are a few things it can't do. Here's a quick guide:

What the AI *Can* Do:

- Answer questions about our programs and certifications
- Help you find the right class based on your interests
- Explain the difference between online and in-person programs
- Show you how to access your courses or account
- Help with common issues like logging in or resetting passwords
- Explain how Cellar Credits, membership, or points work
- Direct you to the correct form or page for changes or support
- Let you know if a class is sold out or when it might be offered again

What the AI *Cannot* Do:

- **Change or update your credit card information**
- **Add or remove you from a class**
- **Issue refunds or apply discount codes**
- **Reschedule your exam or class**
- **Access or change your personal account settings**

If you need help with anything the AI can't do, just post a ticket, and a real human will help you shortly.

Pro Tip: If you're not sure whether the AI can help, just ask. If it can't do something directly, it will guide you to the fastest way to get what you need.