JewelCraft AI Assistant User Guide

Welcome to our Jewelry Company AI Assistant User Guide!

This guide will help you navigate the capabilities and features of your AI assistant, designed to assist with inquiries about gemstones, jewelry, and related services.

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1. Introduction

The AI Assistant is a friendly and efficient tool designed to help both retail and wholesale customers with their jewelry-related queries. This guide provides a comprehensive overview of how to interact with the assistant for optimal results.

2. Getting Started

To begin using the AI Assistant, simply type your questions or requests related to gemstones and jewelry. The assistant is trained to understand and respond to a wide range of inquiries.

3. Key Features

Gemstone Search

- **Wholesale Clients:** Input your access code to activate wholesale options for better pricing and selection. Contact us for your Trade-Only ACCESS CODE.

Search Examples:

- "Show me 6 mm round blue sapphires"
- "Do you have 7 x 5 oval rubies?"
- "Show me any zircons"

Note: No image search results available — coming soon!

Jewelry Quoting

Obtain accurate quotes for jewelry based on metal type, weight, and additional manufacturing costs.

- **Retail and Wholesale Pricing:** Calculated differently; ensure you specify your client status for accurate information. Contact us for the Trade-Only ACCESS CODE.

Important Search Criteria:

- Provide estimated metal weight in **grams**.
- Specify your CAD design needs:
    - **No CAD** – You will supply your own CAD.
    - **Simple CAD** – e.g. simple bezel-set ring.
    - **Detailed CAD** – e.g. ring with multiple stones and filigree.
    - **Elaborate CAD** – e.g. tennis bracelet.
- Specify the number of stones:
    - Large stones (over 4.00mm)
    - Small stones (under 4.00mm)

Search Examples:

- "Quote 1 ring with 4 grams of 14k gold, Simple CAD, 1 large stone and 4 small stones."
- "Quote 1 tennis bracelet with 15 grams of 18k gold, Elaborate CAD, and 55 small stones."
- "How much to do the same in Silver?"
- "What would the price be in 18k Gold?"

Please note: Prices quoted are estimates only and may vary.

Company Information & Services

- Obtain company policies and general information:
    - Shipping costs & lead times
    - Contact information
    - Rough cutting services

4. How to Use AI Assistant

- **Ask Clear Questions:** Be specific with your inquiries to receive the most precise responses.
- **Specify Your Client Type:** Mention if you are a retail or wholesale client.
- **Provide Access Code:** Wholesale clients should provide their access code ("?????") to access trade-only information.

5. Troubleshooting

- **Unclear Responses:** Provide more context or clarification.
- **Technical Issues:** If an operation fails, it may be due to a system error; retrying may resolve the issue.

6. Additional Support

For further assistance or inquiries not addressed by the AI Assistant, please contact our support team. You can always choose to speak with a human at any time.

7. Example Questions

Gemstone Search Examples

General Inquiries

- "What sapphires do you have in stock?"
- "Show me all the rubies."

Shape and Size Specific

- "Looking for 8 mm round sapphires."
- "Do you have 6 x 4 mm pear-shaped amethysts?"

Budget-Constrained Search

- "What rubies are available under $300 per carat?"
- "Looking for sapphires within a total budget of $2,000."

Certification Specific

- "Find me sapphires with a GIA certificate."
- "Show gemstones under $500 that include a certificate."

Quantity and Clarity

- "Need 3 eye-clean 6x8 mm aquamarines."
- "Can you find me two similar quality opals?"

Color and Species

- "Show me green garnets."
- "Looking for London blue topaz stones."

Tip: Including gemstone type, shape, size, color, price range, or certification preferences greatly

helps the assistant provide accurate selections.

Custom Jewelry Quoting Examples

Basic Jewelry Requests

- "Can you quote a ring made of 14K gold?"
- "What's the price for a platinum bracelet?"

Involving Design Complexity

- "How much would a custom pendant cost with 5 grams of 14k gold and a detailed CAD design?"
- "Quote a pair of simple 2 gram silver earrings with no CAD design."

Stone Settings in Design

- "Estimate the cost for a 10 gram 10k gold necklace with a simple CAD and 10 small sapphires."
- "How much would an 8 gram, 18k gold ring with a detailed CAD & three large sapphires cost?"

Design Specifics

- "Quote me a bangle made of 18K gold with 8 small stone settings and a simple CAD."
- "I'm interested in a custom brooch with elaborate design."

Manufacturing Options

- "What would a 4 gram silver chain with simple CAD design run?"
- "Estimate the cost for an 18K gold ring with 8 grams of metal, 2 small and 1 large stone settings."

Feel free to adapt these questions based on your specific needs. The assistant provides estimates based on your details, ensuring you have a clear idea of potential costs.