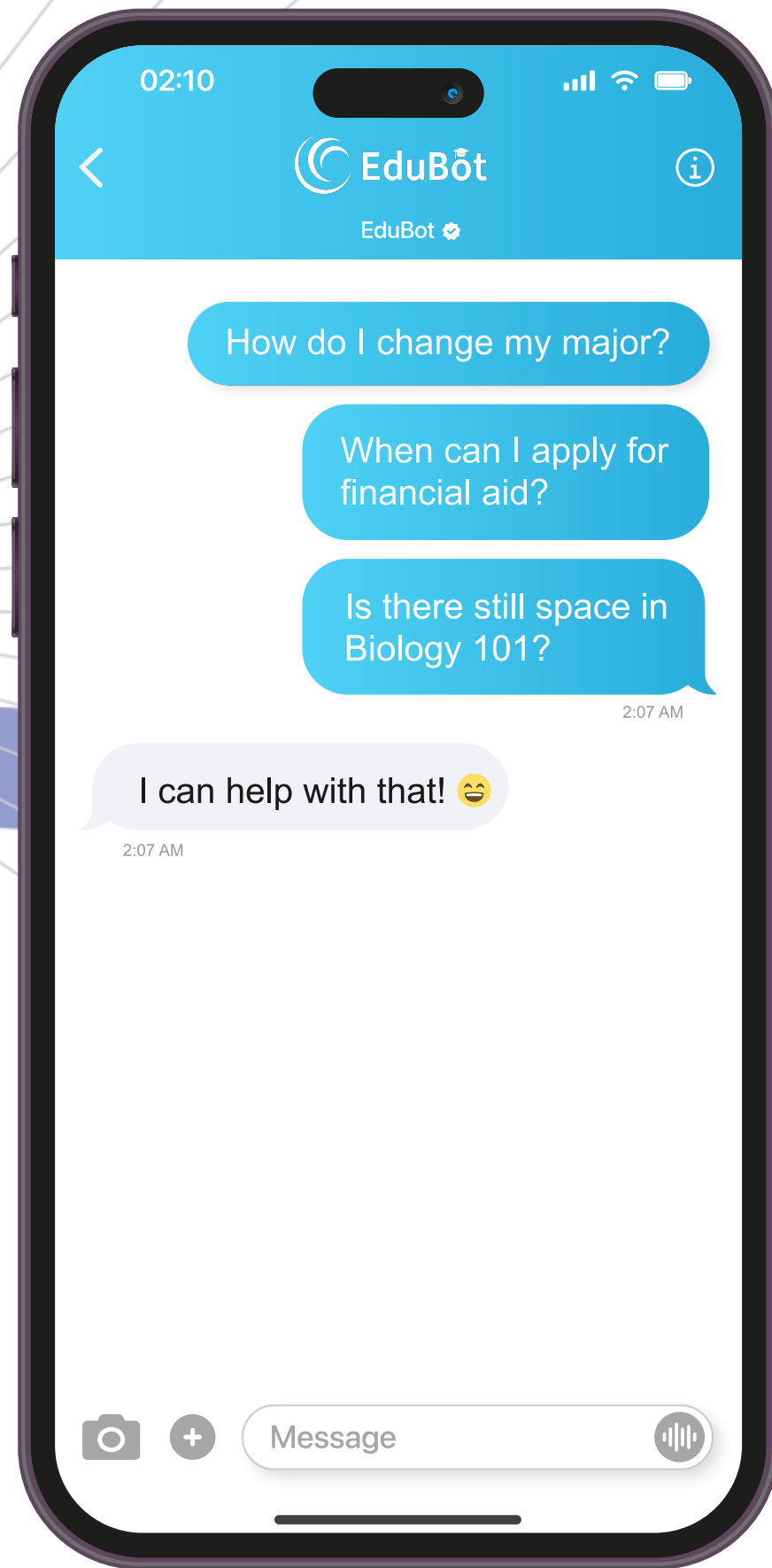# What is EduBot?

EduBot is an advanced AI chatbot and student engagement platform that revolutionizes how higher education institutions deliver student support.
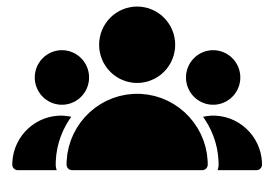
Built on Microsoft Azure and powered by Azure OpenAI's large language models, EduBot trains on your institution's own data and documents to provide intelligent, contextual responses to virtually any student question.

The result? A natural, human-like conversational experience that supports students across their entire academic journey—from admissions to graduation—available 24/7 in over 100 languages.

Phone screen content:

02:10

EduBot
EduBot ✔

How do I change my major?

When can I apply for financial aid?

Is there still space in Biology 101?

2:07 AM

I can help with that! 😄

2:07 AM

Message

Verge AI

In Just One Year

EduBot helped a 40,000 student univeristy...

Serve **7x more** students with 24/7 support

Handle **3.7 million** messages

Support students in **53 languages**

Reduce each students' need for **staff help by 82%**

Cut **support tickets** per student by **96%**

Verge AI

Comprehensive Student Support
Across Every Touchpoint

Academic Support

- Course registration and scheduling

- Curriculum advising and academic planning

- Timetables and academic calendar information

- Tutoring support and study resources

Administrative Support

- Student applications and admissions processes

- Financial aid and billing inquiries

- Results and transcript requests

- Campus announcements and alerts

Student Life & Wellness

- Career advice and guidance

- Campus resources and services

- Proactive student wellness monitoring

- Crisis intervention alerts for staff

Verge AI

The **EduBot Platform**

- End-to-end AI chatbot for higher education

- Dynamic portal

- Live chat capabilities for easy human handoff

- Agent collaboration tools like internal messaging and chat transfer functionality

- Integrated ticketing system for query management

- Easily manage your knowledge set and data sources

- Powerful analytics

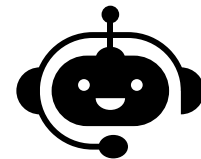- High-quality video and voice calling capabilities
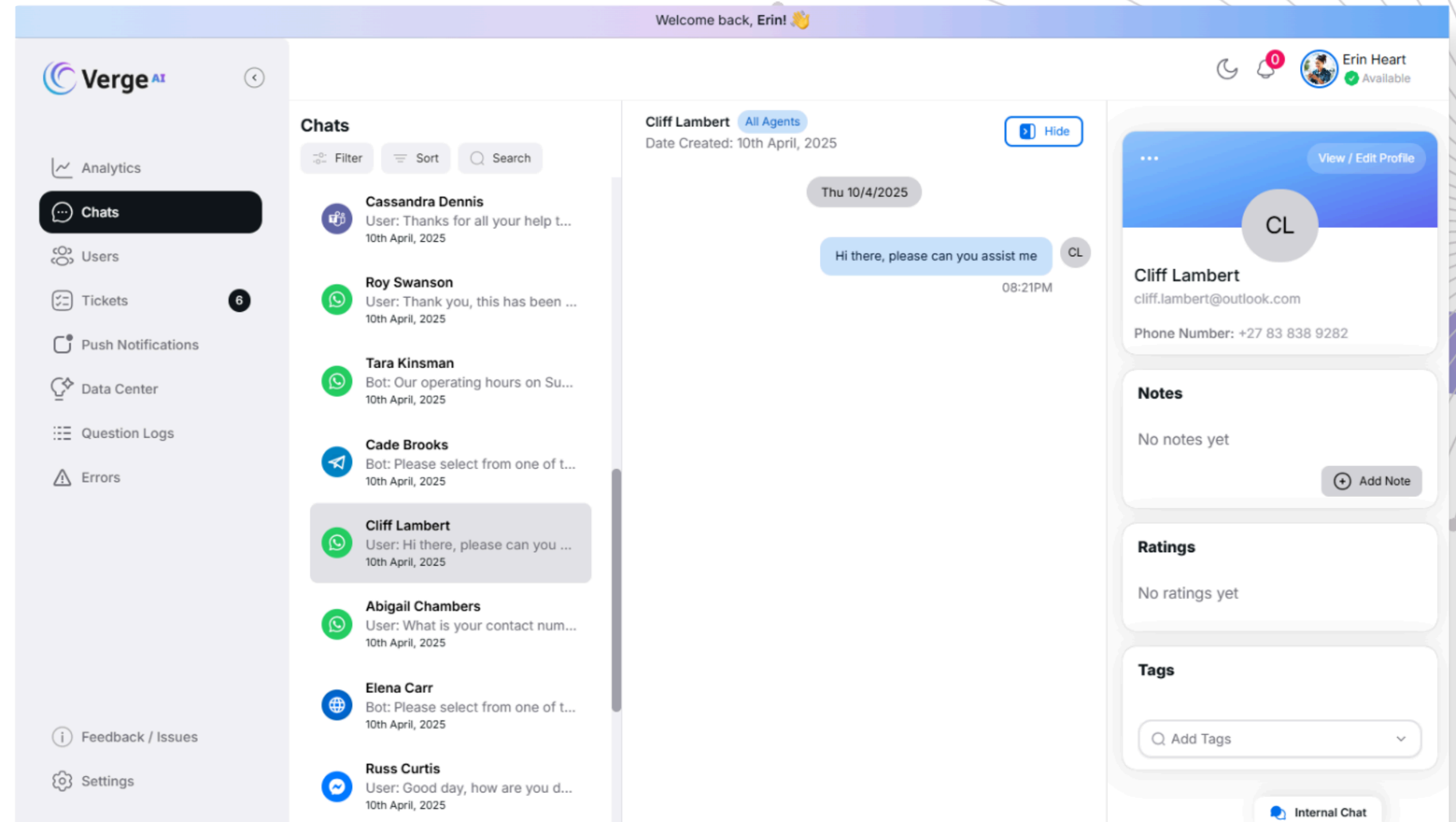
Main **Features**
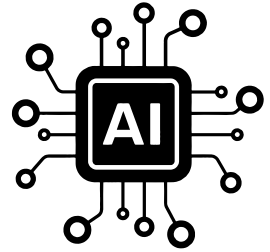
AI-Powered

Advanced AI technology from Microsoft and Open AI

High-Reliability

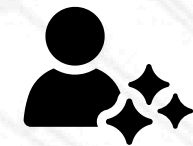High reliability with an operational uptime of 99.95%

Human-like responses

Intelligent interpretation of complex user queries with accurate responses

Configurable

Align with your company's specific needs and processes

Visual Identity

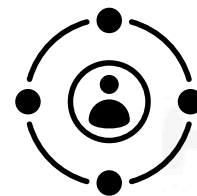Visual identity, persona, and voice customization

Your Own Information

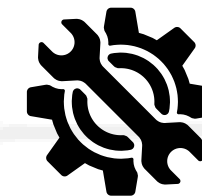Knowledge base populated with your business information

Live-Agent Assistance

Smooth transition from AI interaction to live agent assistance

Dedicated Platform

Dedicated platform for knowledge base fine-tuning to handle complex info

Integration

Seamless integration with your existing systems

AI Analytics

Comprehensive AI analytics and reporting capabilities for data-driven insights

Verge **AI**

Powerful AI Analytics

EduBot comes with a suite of AI-powered out-of-the-box Power BI reports, providing immediate insight into key performance metrics. By default, these reports include:

Standard Out-Of-The-Box Metrics

- Total number of conversations
- Total number of users
- Total number of messages
- Total messages by channel
- Sentiment analysis
- Top intents
- Keyword extraction
- Educational process analytics

Beyond our standard offering, we offer fully customizable analytics and reporting capabilities. This means that any specific metrics or analytics that are important to your institution can be included in EduBot's reports.

Whether you want to track certain student behaviors, measure specific performance indicators, or analyze particular conversation trends, our team can tailor your reports to include these metrics.

Verge AI

Complete Administrative Control

- Intuitive administration panel for easy management
- Knowledge Set Manager for document uploads and updates
- Customizable conversation flows and FAQ management
- Full branding customization (logos, colors, persona, voice)

+ Add New Source

Source Type

Website
Add your website or a single web page

Documents
Train on your unstructured documents

QnAs
Add predefined question and answer pairs

Text
Traditional text based chunking

Verge AI

Built on Azure

- Fully hosted on Microsoft Azure for scalable performance
- Enterprise-grade security with data encryption in transit and at rest
- Multi-factor authentication with OTP systems
- Azure OpenAI ensures student data is never used for AI training
- High availability with seamless updates and scaling

Verge **AI**

Deployment Channels
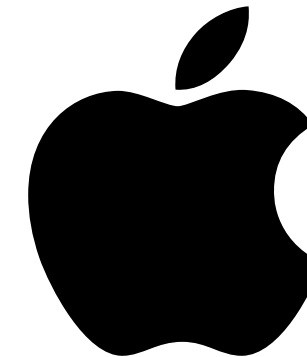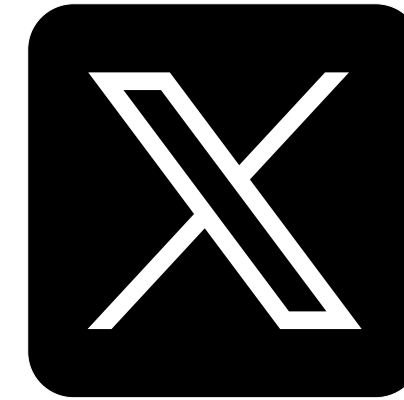
Verge AI

Analytics
Chats
Users
Tickets 6
Push Notifications
Data Center
Question Logs
Errors

Feedback / Issues
Settings

Erin Heart
Available

Chats

Filter | Sort | Search

All Conversations

Christopher Quinn
Bot: Enter your name and s...
10th April, 2025

Bennett Fowler
Bot: Please select from one...
10th April, 2025

Matt Daniel
User: Hi there, how are you?
10th April, 2025

Rowena Kelley
User: Please can you assist...
10th April, 2025

Chelsea Porter
User: What are you hours o...
10th April, 2025

Michael Fennimore
Bot: Please see response b...
10th April, 2025

Una Tenny

Rowena Kelley All Agents
Date Created: 10th April, 2025

User Info

Thu 10/4/2025

Please can you assist me. RK

08:21PM

Internal Chat

Verge AI

Analytics
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Erin Heart
Available

Tickets
Quickly view and respond to tickets

Unresolved 6 | Resolved

Filter | Sort | Search

All Agents DEM-001

Matt Daniel 👁
Date created: 28th May, 2025

Message
I need help with admissions

All Agents DEM-004

Una Tenny 👁
Date created: 10th April, 2025

Message
Hi there, Please contact me ASAP. Thank you

All Agents DEM-001

Matt Daniel

Internal Chat

Verge AI

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Feedback / Issues
Settings

Erin Heart
Available

Demo KB - Migrated
Train your dataset and manage your knowledge set

Search Chunks | + Add New Source | 💾 Save to UAT

Search indexes...

de Disabled

Source Type

🌐 Website
Add your website or a single web page

📄 Documents
Train on your unstructured documents

❓ QnAs
Add predefined question and answer pairs

📝 Text
Traditional text based chunking

Documents

Name	Status	...
📕 Bot Dynamics Integration Setup Instructions.pdf 6.57 MB	● Unin...	...

QnA

Name	Status	Last Updated	Actions
Preferred QnAs	● Unindexed	28th May, 2025	...

Text

Name	Status	Last Updated	Actions
Company Policies	● Unindexed	28th May, 2025	...

Internal Chat

Verge AI

Analytics
Chats
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Settings

Erin Heart
Available

Jan 2024   Mar 2024   May 2024   Jul 2024   Sep 2024   Nov 2024

Peak Times

Unique Users
3K
2K
1K
0K
00:00 03:00 06:00 09:00 12:00 15:00 18:00 21:00
Time

Top Channels

0M (15%)   0M (10%)

1M (20%)

2M (55%)

Peak Months

Unique Users
0.3M
0.2M
0.1M
0.0M
January 2024 February 2024 March 2024 April 2024 May 2024 June 2024 July 2024 August 2024 September 2024 October 2024 November 2024 December 2024
Month

● Telegram ● Webchat ● WhatsApp ● Facebook Messenger

Internal Chat

Verge AI

Thank You

Verge AI

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