

# EduBot: The AI Student Engagement Platform for Higher Education

EduBot is an intelligent student engagement platform powered by Microsoft's Azure OpenAI.

Built uniquely for higher education, EduBot automates routine queries, streamlines support across all digital channels, and enhances student satisfaction.

## Why EduBot?



### 24/7 Multilingual Support

Always-on, instant help for every student, in 100+ languages.



### Reduce Staff Workload

Automation frees up your team for higher-value tasks.



### Fully Secure & Scalable

Hosted on Microsoft Azure. Cloud based, reliable and scalable solution.



### Boost Student Satisfaction

Consistent, accurate, and accessible responses at every step.



### Multi Channel Communication

Reach students wherever they are: Web, SMS, WhatsApp, and more.



### AI-Powered Personalization

Delivers intelligent, natural conversations tailored for every student

## Top Use Cases

### Academic Advising

Provide every student with a dedicated, always-available academic advisor.

#### Examples

- "How many credits do I need to graduate?"
- "What are prerequisites for this course?"
- "What electives can I take this semester?"

### Recruitment & Admissions

Automate admissions FAQ, share course details and guide applicants through every step.

#### Examples

- "How do I submit my application documents?"
- "What scholarships are available for my program?"
- "Can I schedule a campus tour?"

### Student Support

Deliver consistent, round-the-clock support for every student question.

#### Examples

- "How do I reset my student portal password?"
- "Who do I contact for mental health support?"
- "Where can I find library hours?"

## Real Results

### In 1 year, EduBot helped a 40,000 student university:

- serve 7x more students with 24/7 support
- handle 3.7 million messages
- support students in 53 languages
- reduce students' need for live agent help by 82%
- cut support tickets per student by 96%

### Ready to Experience EduBot?

Book a demo and Discover how EduBot can transform your campus support and student engagement.

 [info@verge-ai.com](mailto:info@verge-ai.com)

 [www.verge-ai.com](http://www.verge-ai.com)

# Feature Rich Platform



## AI Chatbot Automation & Multilingual Support

- Handles FAQs, registrations, admissions, finance, academic questions, and more.
- 100+ language support for inclusive, global engagement.



## Advanced Insights & Analytics

- AI-powered insights: sentiment analysis, trending topics, predictive analytics.
- Detailed usage metrics: conversation volumes, response times, popular requests.



## Push Notifications & Bulk Messaging

- Easily send campus updates, alerts, and survey links.
- Segment audiences for targeted outreach.



## Voice Notes & Accessibility

- Send and receive voice notes for hands-free communication.



## Ticketing & Request System

- No agent online? Students can submit tickets for agents to resolve at a later time.



## Admin Customization & Knowledge Set Management

- Easy backend: update conversation flows, manage content, customize look and voice.
- Upload and manage your bot's knowledge set, including PDFs, website, & documents.



## Intelligent, Natural Conversations

- Personalizes answers and guidance for each student using advanced AI.
- Conversational understanding for seamless, "human-like" support.



## Multichannel & Omnichannel Deployment

- Available on websites, SMS, WhatsApp, and more.
- Admins see all interactions in one dashboard, regardless of channel.



## Live Chat, Agent Handoff & Collaboration

- Effortlessly transfer chats to humans with full chat history.
- Agent collaboration, queuing, and internal messaging.



## Video & Voice Calls

- High-quality video and calling via Azure Communication Services.



## Quick Replies & Content Sharing

- Agents can use templated messages and share replies/attachments swiftly.



## Scalable, Reliable, Cloud-Based

- Built on Microsoft Azure for robust, secure, always on experience.
- Cloud based and easily scalable to meet peak periods of usage.