

# LearnWise

Case Study | November 2025

## TU Delft Learning for Life Scales Learner Support with LearnWise AI

### Overview

TU Delft Learning for Life partnered with LearnWise AI to scale learner support by providing faster, more consistent access to information across digital services. By deploying an AI-powered support assistant named LiLLian, the institution aimed to reduce pressure on support teams while improving the learner experience through always-available, self-service assistance.

**Region:** Europe

**Student population:** 200.000

**Platform:** Website; Ticketing System (FAQtory)

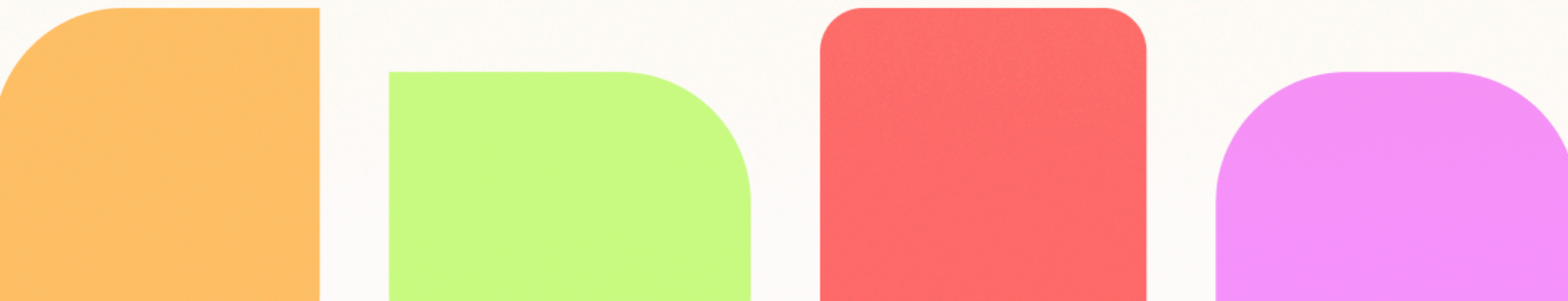
**LearnWise product(s) implemented:** AI Campus Support

### Context & Challenge

The TU Delft Learning for Life Centre (formerly Extension School) serves as the university's hub for lifelong learning, catering to professionals, students, and organizations seeking high-quality online courses in science, technology, and engineering.

With an audience spanning multiple time zones, the corporate department handles a high volume of calls/requests for support from both prospective and enrolled learners, covering topics from enrollment and pricing to course access and certification.

As an innovation hub for EdTech, TU Delft regularly pilots emerging technologies, scaling successful initiatives to the wider institution. The Learning for Life's AI pilot represented a major step in its digital transformation journey, beginning with the area of highest traffic: its website, which receives over 300,000 visitors annually.



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The institution needed to reduce manual handling of high traffic inquiries about enrollment, course access and payments while preserving the quality of learner experience.

## Solution

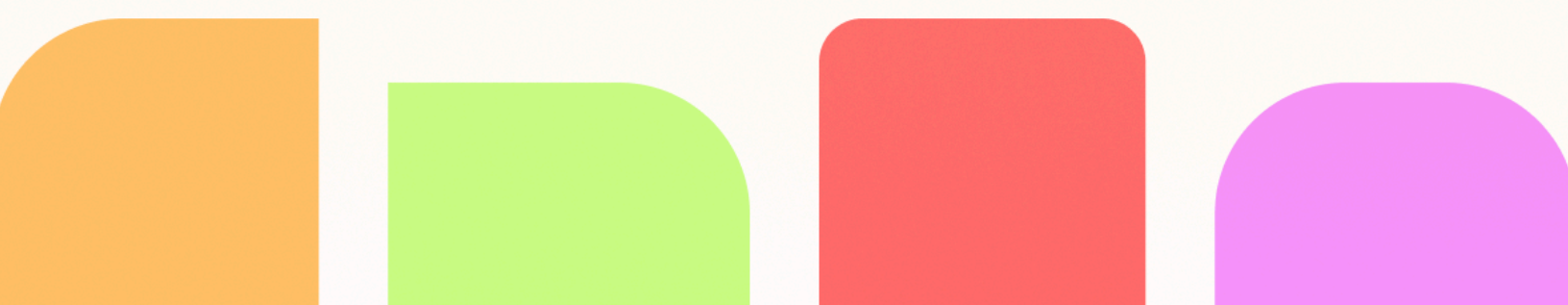
To address this challenge, LearnWise AI was deployed as “LiLLian” in early 2025. The assistant was integrated with the existing ticketing system and trained on institution approved knowledge sources. Users now receive 24-7 support with accurate and personalized responses.

## Key Components of the Implementation

- **Centralized AI Support Assistant:** Learners asked questions in natural language and received clear, relevant responses.
- **Institution-Owned Knowledge Base:** The assistant was trained on TU Delft Learning for Life documentation to ensure accuracy and consistency.
- **24/7 Availability:** Learners could access support at any time, regardless of location or time zone.
- **Seamless Escalation:** Unresolved queries were escalated to human support staff through existing workflows.
- **Insight & Analytics:** Usage data helped identify common learner needs and opportunities to improve support content.

## Outcomes

After implementation, TU Delft achieved strong results within months of launch: Between March and September 2025, TU Delft observed measurable improvements in support quality and efficiency:

- **97.9% Resolution Rate:** nearly all inquiries were resolved directly through the assistant.
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- **Over 1,300 AI-Generated Responses** and 900+ unique users engaged with the assistant.
- **Only 22 queries required escalation to a human agent**, freeing significant staff capacity for complex issues.

These results confirmed that LearnWise AI could both enhance operational efficiency and preserve high-quality learner experiences at scale.

## Strategic Value

The TU Delft case demonstrates how AI-powered support can:

- Enhance service accessibility for learners across time zones.
- Improve operational efficiency across support teams.
- Provide actionable insights into learner needs and knowledge gaps.
- Support a sustainable, scalable model for learner services.

## Governance, Trust & Continuous Improvement

TU Delft implemented a strict governance framework to ensure trust and academic integrity:

- All AI responses are based on verified, institution-approved content to minimise errors.
  - Analytics highlight areas where additional data is needed, prompting content updates.
  - Reliable collaboration with LearnWise ensured rapid delivery and reinforced stakeholder confidence.
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