

AI Campus Support | For Leadership and IT & Support Teams

Handle the Queries That Do Not Need a Human So Your Team Can Focus on the Ones That Do

[AI Campus Support](#) resolves the routine, high-volume inquiries that fill support queues: deadlines, policies, procedures, access issues, and process guidance. When those are handled at the point of need, your team has the time and capacity for the cases that actually require their expertise.

01 — TICKET DEFLECTION | For Support Teams

Repetitive queries are resolved without reaching the queue

Most tickets are about information that already exists: a deadline, a policy, a process. When students can get it any hour from the channel they're already in, those tickets never get created. Staff time goes to cases that need human judgment.

02 — COST EFFICIENCY | For Leadership

Support capacity scales without scaling headcount

Seasonal peaks (enrollment, induction, exams) no longer require temporary staff or overtime. The assistant handles volume at scale, and the improvements dashboard surfaces knowledge gaps so the knowledge base keeps improving.

03 — STUDENT EXPERIENCE | For Students

Questions get answered at the moment they arise, not the next working day

A student with a deadline question at 11pm doesn't get stuck. The assistant provides the same quality of response any hour, in any channel where it's deployed, without making students wait for office hours or navigate a ticketing system for a straightforward question.

How to Use It - Steps

1. Connect your knowledge sources across all student-facing content

- ◆ Upload policies, procedures, FAQs, and process guides. Connect your LMS, student portal, and any other platforms where information lives. The assistant reads from all sources and answers from your current, approved content.

2. Configure shortcut buttons for the highest-volume query categories

- ◆ Identify the query types driving the most tickets (deadlines, enrollment, accommodation, financial aid, IT access) and set up shortcut buttons to the relevant flow or FAQ. Fewer steps means fewer escalations.

3. Set up help desk routing with conversation context

- ◆ Configure escalation rules that route human queries to the right team with full context: conversation summary, student metadata, and the specific issue. Staff get a complete ticket, not an empty one.

4. Use the improvements dashboard to close knowledge gaps

- ◆ Track unresolved queries and the topics that drive the most escalations. Those are your knowledge base gaps. Closing them reduces escalations and improves accuracy.

How It Works

AI Campus Support reads your approved knowledge base and answers student questions across every channel: LMS, student portal, website, and Microsoft Teams. Students get a direct answer from your current content, no ticket needed.

For queries that need a human, the assistant escalates with full context: conversation summary, student details, and the specific issue. No back-and-forth required.

The improvements dashboard shows query volume, resolution rates, and topics that consistently reach human agents, informing decisions on staffing, knowledge, and process.

What the Agent Checks

- Institution policies, FAQs, and process guides as knowledge sources
- 24/7 availability across LMS, portal, website, and Teams
- Escalation routing with conversation summary and student metadata
- Resolution rate tracking by query type and category
- Role-based access so knowledge sources can be restricted by audience

Example Prompts

POLICY | Answer a policy question instantly

"What's the late submission policy for my department?"

Late submission policy for the student's department, applicable penalty, and how to request an extension. No ticket required.

PROCESS | Guide a student through a process

"I need to defer my exam due to illness. What do I do?"

Step-by-step deferral process, required documentation, deadline, and the relevant team contact. Escalates with a summary if the student needs to speak to someone.

ACCESS | Resolve an access issue

"I can't access my materials for HIST 201. It says I'm not enrolled."

Common causes and steps to resolve. Escalates to IT with course code, error message, and enrollment status if needed.

DEADLINE | Answer a deadline question at any hour

"What's the deadline for my PSYC 305 coursework?"

Deadline for the specified course from your knowledge base. If unavailable, prompts the student to check the module page or escalates to the course administrator.

Governance Note

You remain in control. Nothing is automated without your approval.

AI Campus Support surfaces information and routes requests. It does not send messages, modify records, or take action in connected systems without explicit configuration and confirmation. Every interaction is logged and every escalation includes full context.

See it in Action

Book a 20-minute walkthrough. We will load a sample knowledge base, run a set of high-volume query types through the assistant, and walk through the escalation and reporting dashboards.

learnwise.ai/demo | hi@learnwise.ai

