

AI Campus Support | For Student Services

Resolve Student Card Questions Before They Become Support Tickets

[AI Campus Support](#) answers the most common student card questions instantly and routes the ones that need human action directly to the right team, with full context already attached. Fewer tickets, faster resolution, and students who do not have to repeat themselves.

01 — INSTANT RESOLUTION | For Students

You get an answer or a resolution without waiting in a queue

Most student card questions have a straightforward answer: where to collect, how to replace, what to do if it stops working. When those answers are available instantly at any hour, students do not need to wait for office hours or open a ticket for information that is already known.

02 — EFFICIENCY | For Support Teams

Card-related ticket volume drops without adding staff

Student card queries account for a disproportionate share of support requests, particularly at the start of term. When the assistant handles the questions that have clear answers, the team focuses on the cases that actually require human judgment: lost cards, access disputes, replacements. Ticket routing ensures the right team gets the right case first time.

03 — CONSISTENCY | For the Institution

A consistent service regardless of demand peaks

The start of semester, induction week, and exam periods all generate spikes in card-related queries. An assistant that handles these at scale means service quality does not degrade when demand is highest. The same answer is available to every student, regardless of when they ask.

How to Use It - Steps

1. Load your student card policies and FAQs as knowledge

- ◆ Upload your card services documentation: collection procedures, replacement policies, activation steps, access rights by student type, and lost card processes. Tag content by student category where relevant so the assistant surfaces the right policy for each student's situation.

2. Add a shortcut button for student card services

- ◆ Configure a shortcut button that takes students directly into the card support flow. This reduces the cognitive load of having to know where to start. The button can open a guided FAQ, launch a structured flow for common scenarios, or surface contact details for the card office.

3. Set up escalation routing for cases that require human action

- ◆ Configure escalation rules so that lost cards, replacement requests, and access disputes are routed directly to the correct team or help desk, with a conversation summary and student metadata already attached. Choose which fields from the conversation get pushed into the ticket.

4. Track query trends to keep content current

- ◆ The improvements dashboard shows which card-related questions the assistant answers most often and which ones it cannot resolve. Use this to keep FAQs accurate, add new content when policies change, and identify where the card service itself may need clarifying for students.

How It Works

AI Campus Support reads your student card service documentation and answers questions about collection, activation, replacement, and access rights in plain language. Students ask what they need and receive a direct answer, with the relevant policy or process referenced so they can verify it.

For situations that require a physical action, such as reporting a lost card or requesting a replacement, the assistant escalates with full context: a summary of the conversation, the student's details, and the specific issue. The right team receives a structured ticket rather than an email with incomplete information.

Query patterns are tracked over time. When card-related questions spike at the start of a term, administrators can see exactly what students are asking and update content before the next intake cycle

What the Agent Checks

- Card collection, activation, and replacement policies as knowledge
- Shortcut button for instant access to card services
- Guided flows for lost card reporting and replacement requests
- Escalation routing to the correct team with conversation context attached

Example Prompts

INFO | Check card collection details

"I am a new student and I have not picked up my student card yet. Where do I collect it and what do I need to bring?"

Returns the collection location, opening hours, and what identification is required, based on your institution's current process. No need to search the website or call an office.

SETUP | Activate a new card

"I have my student card but I am not sure if it is activated. How do I check and how do I activate it for the library and the gym?"

Returns the activation steps for each access point at your institution, with direct links to any activation portals or instructions for in-person activation.

ACTION | Report a lost card

"I have lost my student card somewhere on campus. What should I do to get it cancelled and get a replacement?"

Returns the steps to report the card lost and request a replacement, and offers to escalate directly to the card office with the student's details and a summary of the situation already included in the referral.

ISSUE | Resolve an access issue

"My student card is not working on the library turnstile. I have tried it three times today. What is going on?"

Diagnoses the most common reasons for access failures and gives the student the steps to resolve each one. If the issue cannot be self-resolved, escalates to the card services team with a description of the problem and the door or system affected.

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 run a live card query through the full loop from instant answer to escalated replacement request.

learnwise.ai/demo | hi@learnwise.ai

