

AI Campus Support | For LMS Admins and IT & Support Teams

## Handle the Question Surge When You Move to a New LMS

Every LMS migration produces the same wave of questions: where things have moved, how to do what they used to do, and what has changed. [AI Campus Support](#) absorbs that volume at scale, answers consistently from your migration documentation, and routes the cases that need IT attention, so your team can focus on the transition rather than the inbox.

### 01 — CONTINUITY | For Students and Faculty

You get answers about the new system without waiting for a response

A migration means every familiar process needs to be re-learned at once. AI Campus Support answers questions about where things have moved, how to complete common tasks in the new LMS, and what the timeline for the transition looks like, at any hour, without requiring a staff member to respond to each one individually.

### 02 — IT CAPACITY | For IT Teams

Migration support requests are handled at scale without overwhelming the team

LMS migrations generate a temporary but significant spike in support volume. When the assistant handles the high-frequency questions about navigation, access, and task completion, IT teams focus on the cases that actually require technical intervention: broken integrations, missing content, and access errors that cannot be self-resolved.

### 03 — CHANGE MANAGEMENT | For the Institution

The migration lands without a visible dip in user confidence

A migration that leaves users confused and unsupported damages confidence in the institution's digital infrastructure and in the teams who delivered it. When consistent, accurate support is available from day one of the new system, the transition feels managed rather than disruptive.

# How to Use It - Steps

## 1. Load migration documentation before go-live

- ◆ Upload your migration guides, FAQs, training materials, and new LMS documentation as knowledge sources before the transition date. Organize content by audience: students, academic staff, and administrators often have different questions.

## 2. Configure shortcut buttons for the highest-anxiety tasks

- ◆ Identify the five to ten tasks users will be most anxious about in the new system: finding their courses, submitting assignments, accessing grades, joining live sessions. Set up a shortcut button for each one so users can get direct help without navigating an unfamiliar interface to find the right support page.

## 3. Set up escalation routing for technical issues

- ◆ Configure escalation rules so that access errors, missing content, and broken integrations route to the correct IT queue with full context. Set different routing rules for students and staff if they are supported by different teams.

## 4. Update content as the migration progresses

- ◆ Migrations are not one-time events. Policies change, content moves, and new issues emerge after go-live. The improvements dashboard tracks what users are asking that the assistant cannot yet answer, so documentation gaps can be filled quickly. Individual pages and files can be added or removed.

# How It Works

AI Campus Support reads your migration documentation and new LMS materials and answers questions from students, academic staff, and administrators in plain language. Users ask what they need and receive answers that reflect your institution's specific configuration of the new system, not the vendor's generic documentation.

The assistant can be deployed in the old LMS, the new LMS, and your institution's website simultaneously, so users are supported wherever they are during the transition period. The improvements dashboard tracks which questions spike after go-live and which remain unresolved. This data lets IT and change management teams respond quickly to emerging issues and update content before a documentation gap.

## What the Agent Checks

- Migration guides, training materials, and new LMS documentation as knowledge
- Audience-specific content for students, academic staff, and administrators
- Deployable in old LMS, new LMS, and website simultaneously
- Escalation routing for technical issues with conversation context attached

## Example Prompts

### NAVIGATE | Find a course in the new LMS

*"I cannot find my courses in the new system. In the old one they were on the homepage but I cannot see them anywhere. Where have they moved."*

Returns instructions for finding enrolled courses in the new LMS, with screenshots or direct links if your administrators have configured them.

### SUBMIT | Submit an assignment in the new system

*"How do I submit my assignment in the new LMS? I used to use the dropbox in the old system but I cannot find the equivalent here."*

Returns a step-by-step guide to assignment submission in the new LMS, specific to your institution's setup.

### ISSUE | Report a technical issue

*"I can log into the new LMS but all my course content from last semester has disappeared. I need it for my dissertation. Who do I contact and how urgent is this?"*

Acknowledges the urgency, returns the steps to check for content in common locations, and if not found, escalates directly to the content migration team.

### STAFF | Get help as a staff member

*"I need to move my course recordings from the old video platform to the new one before term starts. Is there a guide and who can help if I get stuck?"*

Returns the staff migration guide for video content, the timeline for the transition, and the escalation contact for technical support.

## Governance Note

Your data stays within your institution. No external sharing.

LearnWise AI Campus Support accesses only the approved institutional resources. LearnWise AI hosts your data in your own region, and your university is the full owner. We do not use your data to train any AI model.

## See it in Action

Book a 20-minute walkthrough. We will load sample migration documentation and run queries from student, staff, and administrator perspectives through the full support loop.

[learnwise.ai/demo](https://learnwise.ai/demo) | [hi@learnwise.ai](mailto:hi@learnwise.ai)

