

AI Campus Support | For IT & Support Teams

One Place to Get Help with Every Digital Tool on Campus

[AI Campus Support](#) sits inside the platforms students already use and answers questions about any EdTech tool they need, without sending them to vendor documentation or a separate help portal. Ask in plain language, get a direct answer, and keep working.

01 — FRICTION REMOVED | For Students

You get help with any tool without leaving where you are

Navigating a new digital tool today means searching vendor help sites, watching setup videos, and hoping the answer applies to your institution's version. AI Campus Support pulls help materials from over 400 integrated EdTech tools and surfaces the right answer inside the LMS and other campus platforms, with context that matches your institution's setup.

02 — TICKET VOLUME REDUCED | For IT and Support Teams

Routine tool questions get resolved without a ticket

The majority of EdTech support requests are about access, navigation, and basic usage. When those are handled at the point of need, IT staff spend their time on infrastructure, integrations, and complex issues. Trend data shows which tools generate the most queries, so training materials and FAQs can be updated proactively.

03 — ADOPTION | For the Institution

Technology investments actually get used

An EdTech tool only creates value when students can use it confidently. When help is available at the moment of need inside the environment where students already work, adoption increases and the return on digital infrastructure investment improves across the board.

How to Use It - Steps

1. Connect your EdTech tools as knowledge sources

- ◆ LearnWise integrates with over 400 EdTech platforms. Connect the tools your institution uses and the assistant automatically pulls vendor help materials, your institution-specific guides, and any additional documentation you upload. Knowledge stays current through automated weekly updates.

2. Configure shortcut buttons for the tools students use most

- ◆ Set up shortcut buttons for the platforms that generate the most questions: VLE navigation, video platforms, submission tools, virtual labs. Each button can surface a saved FAQ, trigger a guided flow, or open a pre-filled support form. Students click rather than type for the most common requests.

3. Set answering guidelines for institutional context

- ◆ Use the Answering Style settings to tell the assistant how to handle tool-specific questions: which version your institution runs, what integrations are active, how to handle access issues. This ensures answers reflect your actual setup rather than generic vendor documentation.

4. Monitor which tools cause the most friction

- ◆ The improvements dashboard tracks unanswered questions and query trends by tool. When a specific platform consistently generates support requests the assistant cannot resolve, administrators can upload new content, adjust FAQs, or flag the tool for additional training resources.

How It Works

AI Campus Support reads your institution's connected EdTech stack and surfaces relevant help at the point of need, inside the LMS or student portal where the question arises. Students ask in plain language and receive answers that reflect your institution's specific configuration, not just the vendor's generic documentation.

From the same conversation, students can get step-by-step setup guidance, troubleshoot access issues, find out which tools are available for their course, or be directed to a support agent for complex problems. The assistant retains context throughout, so follow-up questions do not require re-explaining what the student is trying to do.

Query patterns are tracked over time. When a specific tool consistently generates unresolved questions, the improvements dashboard surfaces this so administrators can act before the friction becomes a barrier to learning.

What the Agent Checks

- Answers to tool-specific questions sourced from 400+ EdTech integrations
- Shortcut buttons for the highest-demand platforms
- Institution-specific answering guidelines for accurate, contextual responses
- Step-by-step guidance for setup, access, and common workflows

- Escalation to IT support with full conversation context
- Trend tracking to identify which tools generate the most friction
- Weekly automated knowledge updates across all connected source

HELP | Get help with a specific tool

"How do I submit a video assignment in Kaltura for my BIOL 210 course? I have recorded it but cannot find where to upload it."

Returns step-by-step submission instructions specific to your institution's Kaltura setup, with direct links to the relevant course area.

ACCESS | Troubleshoot an access problem

"I cannot log into the virtual lab for CHEM 301. It says my account is not authorised. What should I do?"

Returns a diagnosis of the most common causes for that tool at your institution and the steps to resolve each one. If the issue requires IT intervention, the assistant escalates with a full chat summary.

DISCOVER | Find out what tools are available

"I need to create a podcast for my media studies assignment. What recording and editing tools does the university provide and how do I access them?"

Returns the institution-licensed tools available for audio recording and editing, with access instructions and any course-specific guidance that exist.

SETUP | Get guidance on a new platform

"I have never used Panopto before and my professor wants us to watch a recorded lecture on it. How do I find it and turn on captions?"

Returns a plain-language walkthrough of how to access Panopto from your LMS, find the recording, and enable captions. Answers reflect your institution's integration.

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 connect a live EdTech tool and run a student query through the full loop from question to answer to escalation.

learnwise.ai/demo | hi@learnwise.ai

