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BELLA EDUCATION SUITE

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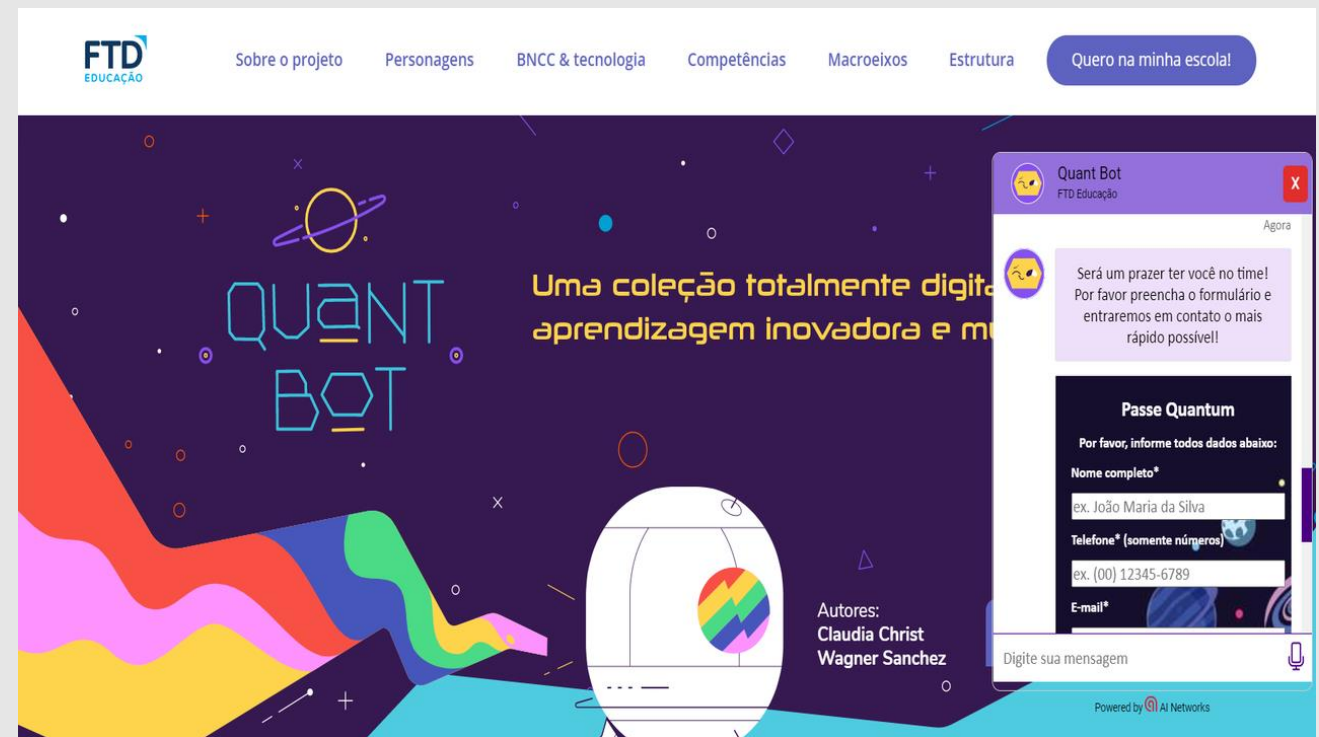
ARTIFICIAL
INTELLIGENCE
NETWORKS

Microsoft Partner

Microsoft

Education

It is natural that the candidates have doubts before making the enrollment decision, either about the institution or about the intended course. Before the digital assistant was implemented, these doubts could only be resolved through the helpdesk to assist the candidate by calling 0800. But they are often so simple to solve that the cost of a call is not justified. After Bella, calls were reduced, allowing the Helpdesk to handle more complex cases.

CHALLENGES

There are many cases where the candidate did not continue with the process, because he did not quickly find answers, and felt insecure during the process of enrollment.

IDEAL SOLUTION

Bella, a digital assistant totally built using Microsoft solutions - Azure, QNA and LUIS. The agent brings the information most requested by the candidates and creates a dialogue using neuro-linguistic programming so that the basic questions are met.

DESIRED OUTCOMES

The service provided by Bella, drastically reduces the number of calls with basic doubts, allowing the Helpdesk to handle more complex cases. With this new process, the site start to generate a greater number of Qualified Leads, and, consequently, a greater number of enrollments in the sales funnel.

A.I. Networks

BELLA EDUCATION SUITE

The Bella Education Suite is an innovative Artificial Intelligence solution for education that will help your institution move forward in the new frontier of computing.

As Bella is an A.I platform, it can be used for any type of business with a very simple customization.

SOLUTION BENEFIT

The Bella Education Suite will help your institution: attract and retain more students; optimize communication, reducing the need for personal assistance; increase internal productivity; predict school dropout and default.
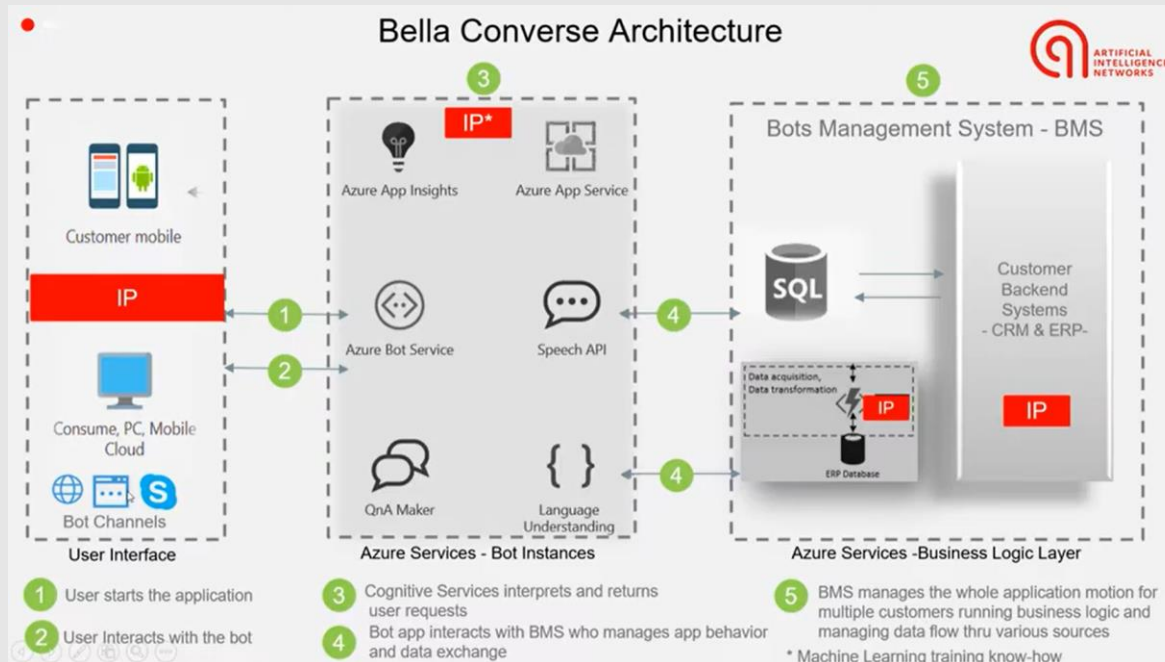
SOLUTION DIFFERENTIAL

The main difference of the Bella Education Suite is the effective use of natural language, besides the possibility of voice conversations.

MICROSOFT INTEGRATION BENEFIT

The Bella Education Suite integrates with existing systems easily and accessibly.

A.I. Networks |Bella Education Suite + Microsoft Azure

Bella Framework was developed to provide a solution to reduce helpdesk assistance by calling 0800. Using Microsoft Azure + AI Services we could increase the service capacity and responses, and to improve the automatic sales and lead generation process without growing the student service helpdesk team. As a result they got a greater number of Qualified Leads, and, consequently, a greater number of enrollments in the sales funnel. Calls were reduced by 50%, which allowed better personal service and reduced the need for new employees .

MICROSOFT SOLUTIONS

It, also, utilizes Microsoft cognitive services such as LUIS and QNA Maker.

INTEGRATES

The Bella Education Suite integrates with existing systems easily and accessibly.

BELLA EDUCATION + MICROSOFT

Bella Education Suite was fully implemented with Microsoft Technology which brings to our customers a trusted cloud for ultimate productivity and security.

Customer success: FAEL COLLEGE

"The conversational agent has contributed to attracting leads in the various marketing campaigns carried out over the past year, without us having to increase our face-to-face service, as it is able to answer all questions empathetically and accurately."

–Jefferson Silva, Marketing Director, FAEL College.

"It was important to use Conecta, developed with Microsoft AI tools, which facilitated the integration with our Azure environment and CRM system, reducing the time of deployment."

–Mário Delgado, CRM and Data Manager, FAEL College.

Calls were reduced by 50%

50,000 transactions per month

Attracting leads

Improve the quality of your institution's educational services with **Bella Education Suite.** Contact us!

Call for more information: +55 41 2112-9889

Ask a question via email: contact@ainetw.com

Learn more: www.ainetw.com

Link to Microsoft Commercial Marketplace offer

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