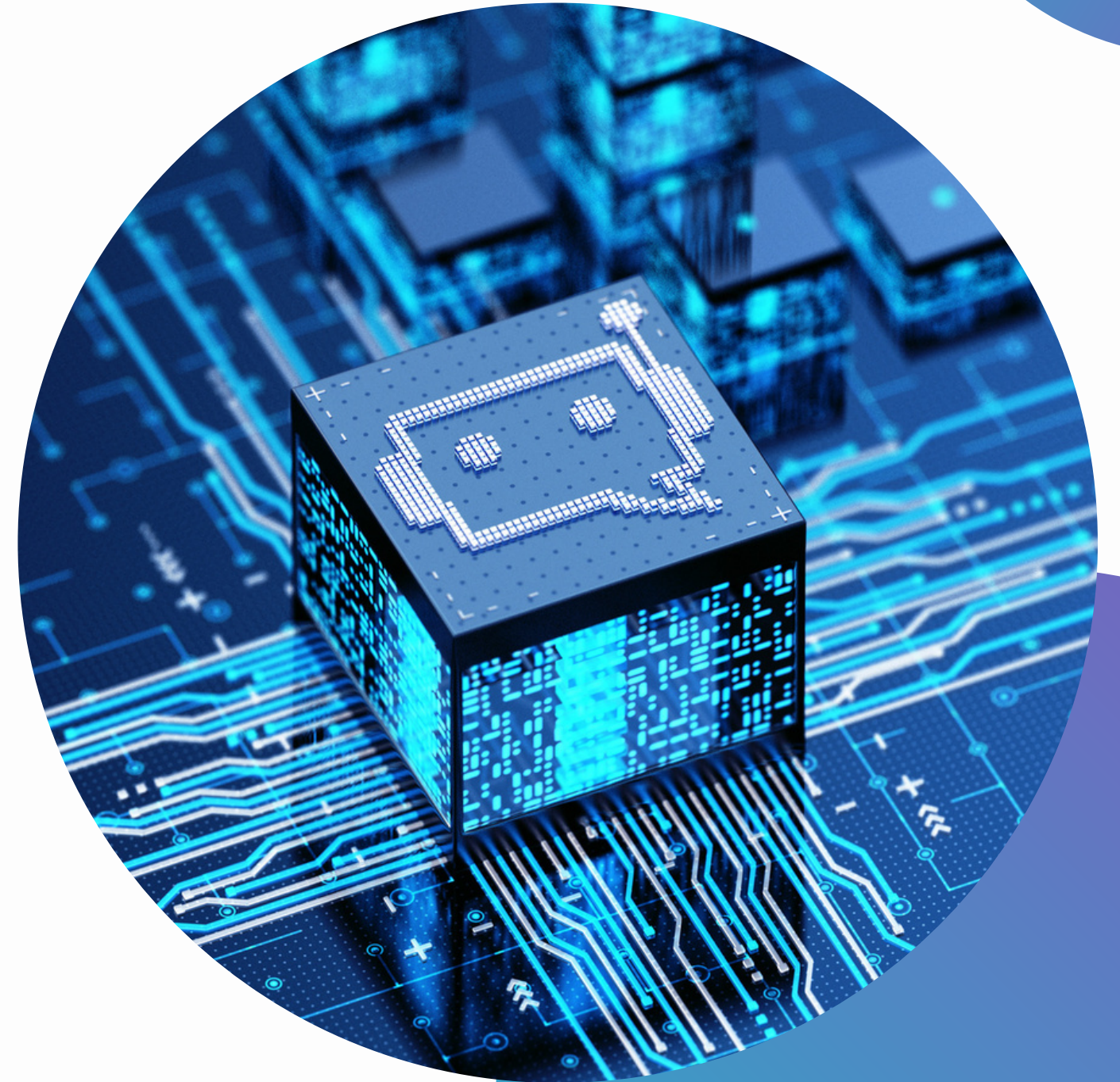




EduBot: AI Chatbot Solution for Higher Education



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EduBot Overview

EduBot is a specialized AI chatbot solution, crafted exclusively for institutions in the Higher Education industry. Designed to tackle the unique challenges faced by colleges, universities, and e-learning platforms, EduBot automates administrative processes, enhances student support services, and optimizes access to information.

EduBot is not a one-size-fits-all solution. It is a tailored AI chatbot designed to match the specific needs and workflows of your institution, ensuring seamless integration into your existing operations. It assists with student applications, course registration, finance and billing, student FAQs, tutoring support, results and timetables, curriculum advising, and much more.

Built on robust Microsoft technology and Azure Open AI, EduBot provides superior natural language processing abilities, capable of understanding and responding to complex queries with personalized and contextually relevant information. The technology ensures reliable service with a guaranteed uptime of 99.95%. We prioritize data protection and regulatory compliance, as demonstrated by our adherence to POPIA and GDPR standards.

Choosing EduBot means partnering with a company that prioritizes your institution's needs, values, and goals. The anticipated outcome of implementing EduBot is a highly efficient, automated, and user-friendly system that enhances student services, streamlines administrative processes, and provides instant access to information. This results in significant time and cost savings, improved student satisfaction, and a competitive edge in the Higher Education industry.

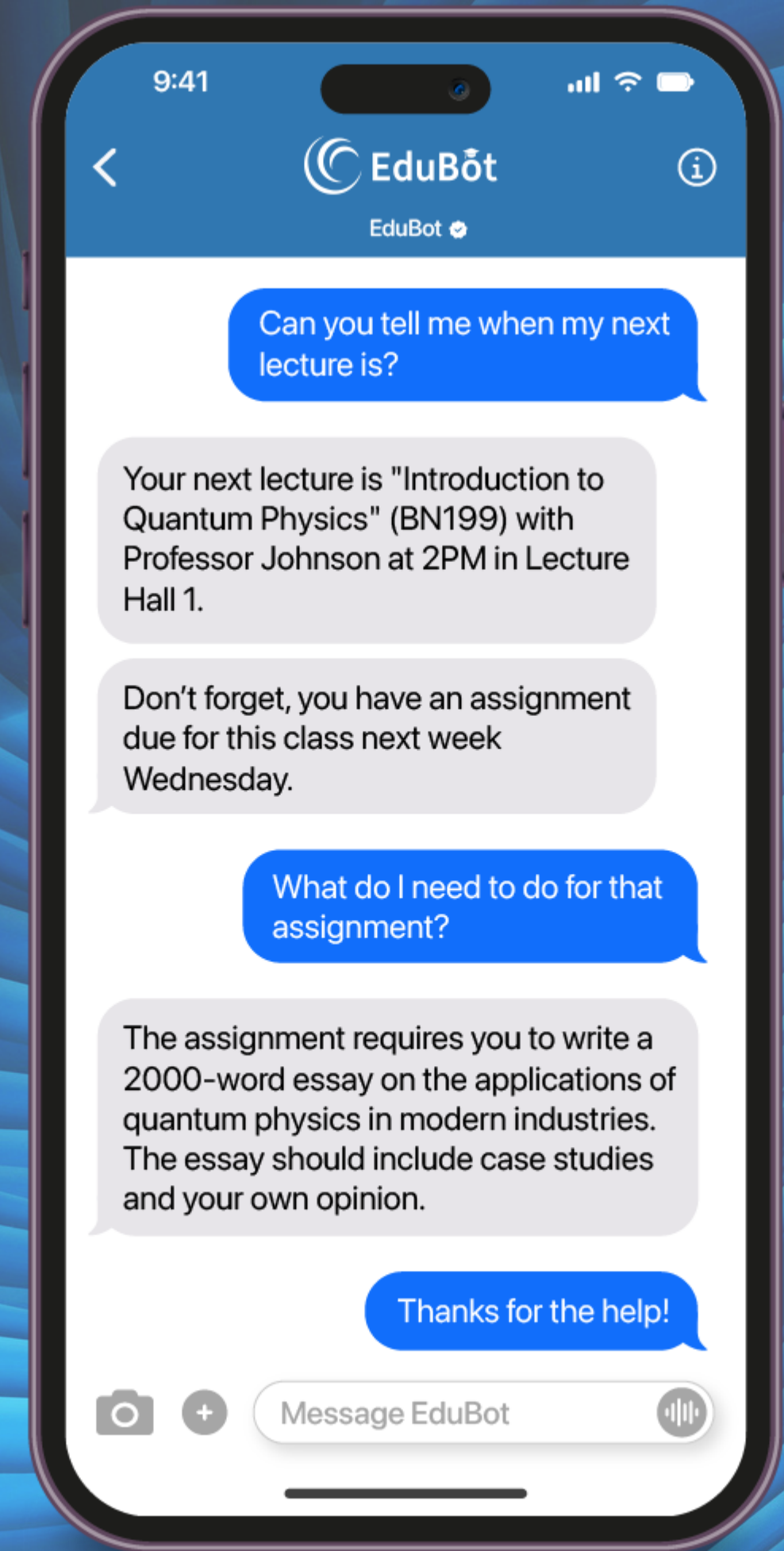
What is EduBot?

EduBot is an AI-powered chatbot specifically crafted for higher education institutions. It is designed to automate and simplify academic processes, answering a wide array of questions and providing guidance on various institutional procedures based on the data it has been trained on and integrated with.

A Few Areas Where EduBot Can Help:

EduBot can answer questions about:

- Student Admissions
- Registration Assistance
- Finance and Billing
- Tutoring Support
- Results and Timetables
- Academic Support
- Career Guidance
- Curriculum Advising





Our Technology

EduBot employs cutting-edge AI technology, including Natural Language Processing (NLP) technology from OpenAI. This NLP technology empowers EduBot to comprehend and interpret user inputs in a highly human-like fashion. This eliminates awkward interactions and ensures all conversations maintain a natural and fluid feel.

In addition to NLP, EduBot uses Microsoft Cognitive Services. These services enable the chatbot to perceive its environment, understand context, and make informed decisions accordingly. This sophisticated understanding of context further enhances the user experience, making interactions with EduBot intuitive and seamless.

Equipped with these advanced technologies, EduBot can communicate with users in a manner that is not only natural but also intuitive. Gone are the days of robotic responses and scripted interactions. Instead, EduBot can provide personalized recommendations, immediate support, and crucial information that users require. All these services are delivered in a conversational and engaging manner, greatly enhancing user experience and engagement.

Customization Options

Visual Identity

The chatbot widget can be customized to align with your institutions specific colours, logo, and preferred size.

Persona and Voice

The persona and voice of the chatbot can be tailored to reflect the unique values and ethos of your institution.

Knowledge Base

We populate EduBot's knowledge base with information specific to your institution. This includes details about courses, student services, institution history, policies, and any other relevant information. This ensures that EduBot has a solid foundation to draw upon when responding to student queries.

Data Training

We train EduBot using your institution's data. We convert this data into vectors using techniques like word embeddings. Upon receiving a student query, EduBot transforms the query into a vector and uses an algorithm to find the closest matching information in the database. EduBot then formulates a relevant and contextually appropriate response based on the matched data.

Departmental Personalization

EduBot can be highly personalized to cater to each individual department within your institution. The chatbot can be trained to adopt unique names and customizations that align with the specific functions and services of each department. It possesses the capacity to understand and respond to a wide range of department-specific operations, services, and frequently asked questions.

We can program the chatbot with different escalation methods for complex requests, ensuring that all inquiries are addressed appropriately. Working tirelessly 24/7, the chatbot can provide immediate assistance to students, faculty, and staff at any time. This level of personalization means that our chatbot can truly reflect each department, delivering personalized and efficient service around the clock.



Live Agent Hand-Offs

EduBot is designed to enable a smooth transition from AI interaction to live agent assistance using Verge Connect, our proprietary customer support platform. This feature ensures a seamless customer experience, bridging the gap between automated and human interaction to provide the most comprehensive support possible.

Utilizing Verge Connect, EduBot can promptly hand-off the conversation to a live agent upon the user's request for help.

The complete chat history will be preserved and transferred in real-time, providing the agent with full context for a smooth continuation of the interaction.

This allows all conversations to be tracked within Verge Connect, creating a single authoritative solution for all interactions and enabling agents to manage conversations within a single, comprehensive product.

While Verge Connect is our preferred system, we understand that businesses may have established systems in place. This is why our solution is designed to seamlessly integrate with any human handoff/live chat system of your choice, ensuring continuity and ease of use.

AI Analytics and Reporting

EduBot comes with a suite of AI-powered out-of-the-box Power BI reports, providing immediate insight into key performance metrics. By default, these reports include:

STANDARD METRICS

- Total number of conversations
- Total number of users
- Total number of messages
- Total messages by channel
- Sentiment analysis
- Top intents
- Keyword extraction
- Educational process analytics

Beyond our standard offering, we understand the unique needs and requirements of each institution. Therefore, we offer fully customizable analytics and reporting capabilities. This means that any specific metrics or analytics that are important to your institution can be included in EduBot's reports.

Whether you want to track certain student behaviors, measure specific performance indicators, or analyze particular conversation trends, our team can tailor your reports to include these metrics.

Knowledge Management

Our EduBot solution has been specifically designed to seamlessly integrate with existing systems of educational institutions. This is achieved through advanced API capabilities, which enable EduBot to dynamically pull and update its knowledge base as and when changes are made to these platforms.

A key feature of our solution is its intelligent indexing method. This allows EduBot to automatically organize, categorize, and retrieve information efficiently from SharePoint and other integrated platforms. Whenever an update is made within the system, EduBot automatically refreshes its knowledge set to reflect the most current information, and indexes it for efficient retrieval and use.

This dynamic, automated, and integrated approach ensures that EduBot is always equipped with the most up-to-date and relevant information. This reduces the workload for administrative staff, simplifies processes, and improves the overall student experience, making it a reliable, efficient, and indispensable tool for institutions across the higher education industry.



Fine-Tune Your Knowledge Set

Given the complexity of academic documents, we provide a comprehensive manual documentation process to manage intricate information, such as documents with complex tables or diagrams. This method, though time-consuming, is vital for ensuring EduBot can accurately understand and apply the information to answer queries. Our team manually indexes your institution's documents, enabling EduBot to provide precise, contextually relevant responses, thus enhancing its efficiency and accuracy.

In addition to the manual documentation, we have developed the EduBot platform for fine-tuning your knowledge set. This system allows users to add, remove, or tweak information within a user-friendly interface. Changes made are directly updated in EduBot, ensuring its responses are current and accurate. The platform also features a comprehensive audit trail for transparency, and an option to test changes in a User Acceptance Testing (UAT) environment before going live.

Our platform also simplifies version control, allowing users to track their data versions and offering a rollback functionality when needed. The EduBot platform is designed to empower users, ensuring that the bot's responses are not only accurate but also cater to the specific needs of your institution and students. This tool is a testament to our dedication to enhancing the overall user experience with our solution.

Integration With Existing Systems

EduBot is designed to integrate seamlessly with virtually any system that has an open-facing API, ensuring a smooth and cohesive connection between EduBot and your existing software systems.

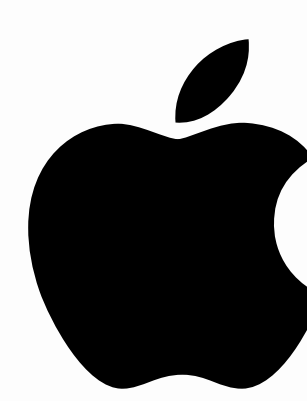
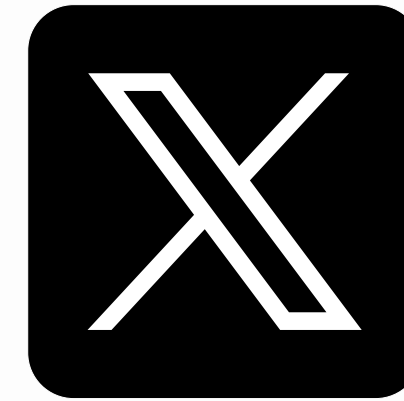
For systems without an open-facing API, we have a dedicated team of skilled developers who can build custom connectors tailored to your specific requirements. Our team has vast experience in creating custom integrations, ensuring that even the most complex systems can be integrated with our solution.

This robust integration capability ensures that EduBot can access and retrieve relevant data from your existing systems, enhancing its functionality and creating a unified, efficient digital environment for your institution. Regardless of the complexity of your systems, we ensure seamless integration, providing a comprehensive, efficient, and effective AI chatbot solution.



Deployment Channels

EduBot's compatibility spans across multiple deployment channels, including: Modern web browsers like Google Chrome, Safari, Bing, and Firefox, Telegram, WhatsApp, iMessage, SMS, Facebook Messenger, Instagram, X, Apple Business Chat, Slack, Microsoft Teams, and more.



Service Availability

EduBot is built on Microsoft Technology, a leading provider in cloud services. Microsoft guarantees an operational uptime of 99.99% for their services. This high level of reliability is possible due to Microsoft's global network of data centres, advanced data replication methods, and robust disaster recovery systems.

The 99.99% uptime guarantee means that EduBot will be available for use almost all the time, ensuring that students, faculty, and staff at your institution will have consistent and reliable access to the services and information they need.

In the unlikely event of any downtime, Microsoft's robust disaster recovery systems ensure rapid restoration of services, minimizing any potential disruption. This commitment to high availability and reliability makes EduBot a dependable platform for higher education institutions.

Data Protection

NETWORK SECURITY

We utilize Microsoft App Services, which ensures stringent network firewall provisioning, intrusion detection, and regular vulnerability assessments. This guarantees that our chatbot solution maintains a secure network, resistant to unauthorized intrusions and breaches.

APPLICATION SECURITY

Our chatbot solution is built on the Microsoft Bot Framework, which provides robust authentication, authorization, and role-based access control. This ensures that only authorized users can access and interact with the chatbot, providing a secure application environment. Additionally, we apply timely patches, fixes, and updates to the operating system and applications to maintain a secure processing environment.

DATA STORAGE AND ENCRYPTION

We use Microsoft's Cosmos DB for data storage. It provides secure, encrypted storage, ensuring that all data, whether at rest or in transit, is encrypted using industry-standard encryption algorithms. This prevents unauthorized access or interpretation of data, providing a secure environment for data storage and transmission.

DATA PROTECTION AND COMPLIANCE

Microsoft App Services and Cosmos DB are compliant with key industry standards and regulations such as GDPR, HIPAA, and ISO 27001. Compliance with these standards ensures that our chatbot solution adheres to the best practices in data protection and privacy.

HIGH AVAILABILITY AND RELIABILITY

Cosmos DB offers global distribution and replication, ensuring high availability and reliability of our chatbot solution. It also provides automatic backup capabilities, which guarantees data recovery in case of any unforeseen incidents.

SECURITY AUDITS AND MONITORING

We conduct regular security audits and penetration tests to identify and rectify any potential vulnerabilities. Additionally, we use monitoring and alerting systems to quickly detect and mitigate any potential threats or breaches.

SECURITY BREACH NOTIFICATION PROCESS

In the unlikely event of a security breach, we have a clear notification process in place. We will promptly inform all affected parties and take immediate action to mitigate the impact of the breach.



WCAG 2.1 Level AA Compliance

Our chatbot solution is designed to be fully compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. We use specific strategies to ensure our solution is accessible and user-friendly for all users, regardless of their abilities.



1

Accessible Rich Internet Applications (ARIA):

Our chatbot leverages ARIA, a set of attributes that can be added to HTML elements to improve accessibility. This allows us to define a "chatbot" region on the page, making it easier for users with screen readers to access the chatbot from a list of regions.

2

Assistive Technology Integration:

Our chatbot is designed to be fully compatible with assistive technologies. It supports keyboard navigation and provides clear focus indicators to assist users in understanding where they are on the page.

3

Dynamic Content Updates:

We use ARIA labels to notify assistive technology of any changes or events on the page, such as the arrival of a new message. This ensures that users are informed of updates in real-time.

4

Content Accessibility:

All content provided by our chatbot, including images, buttons, and videos, is designed to be accessible. Images are provided with alt-text, videos come with captions or transcripts, and buttons are accessible for screen readers and keyboard navigation.

5

Inclusive Design:

Our chatbot is designed with a "voice-only" principle. This ensures that the conversational experience can be completed end-to-end with voice, without needing to see the screen. This approach not only benefits visually impaired users but also enhances the overall user experience.

Development Approach

Our development approach follows a meticulous process to ensure alignment with your specific requirements and objectives.

Throughout the development process, we conduct rigorous testing, address any identified gaps or discrepancies, and ensure high-quality performance.

Preliminary Analysis and Workshops

We conduct workshops and analysis to understand your project requirements and objectives.

Customization and Development

Based on the insights gathered, we customize and develop the chatbot, implementing key features.

Design and Build Reports

Custom reports are designed and built to provide key insights into the chatbot's performance.

Deployment and Go-live

Upon successful testing, the chatbot is deployed and goes live.

Setup and configuration of the EduBot Platform

The EduBot Platform is set up and configured, preparing it for development.

Software Integration

The chatbot is seamlessly integrated with your existing software systems.

UAT and Connect Training

User Acceptance Testing (UAT) is performed and training provided on EduBot Connect.

Project Management

Our project managers oversee the process from start to finish, ensuring all requirements are met.