Beebot Student Support

Conversational AI is transforming University communication.

The Next Generation of Student Support

> " Not having a mobile app for your school or university essentially means that you are missing out on a crucial opportunity for engaging with the students. "
>
> (Dr Vinati Kamani)

The importance of Student Support

Universities are growing in numbers yearly, with more students to communicate with. Most of the student population are high-tech adopters using mobile apps for social, communication, utility and entertainment. Hence, there is an expectation of being communicated with and supported on-demand, through their channel of choice.

With **Beebot Student Support,** students can access 24/7 help across all digital and social channels at the point of need. By leveraging our technology, higher education institutions can create a sense of belonging, by removing barriers to finding information and providing personalised responses, both of which are essential to a positive on-boarding and support experience.

Conversational AI transforms the student experience by offering instant answers to common queries, through automated task completion and signposting to relevant additional support and services. Live agent hand off is also available for more complex issues and all within one mobile application.

Challenges for Universities:

- Student enrolment.
- Induction of students to the University in high volumes.
- Ever-increasing student call and email volumes.
- Lack of engagement between students and employers.
- Disseminating information quickly across campuses.

Challenges for Students:

- Poor student experience.
- Lack of information of student services.
- Getting careers support.
- Problems and issues with student accommodation on campus.
- Knowing what events and activities are on at the University.

Beebot Student Support provides a next-gen student support experience with on-demand personalised assistance using an engaging app interface, conversational AI and automation.

- **Consolidating all content and student experiences into one place.**

- **Integrating existing information from web/apps and services to drive one student experience.**

- **Enabling support and comms to your student workflows to reduce confusion and signpost students to relevant advice.**

- **Enabling self-help through PDF and Video content to improve the student experience.**
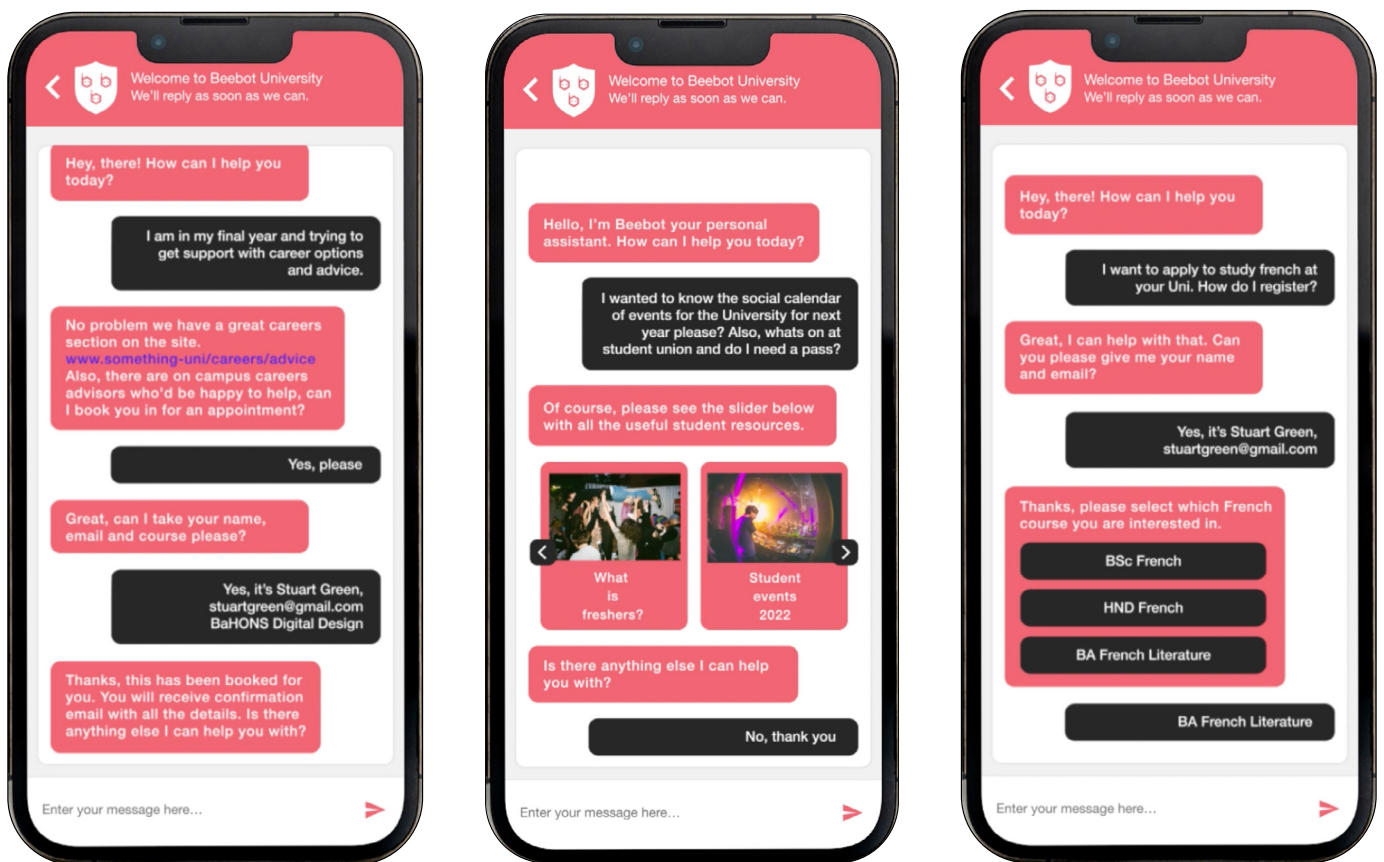
A world of benefits

- **Students can be taken directly to relevant information or the student portal and have their queries answered 24/7.**

- **Communicating University changes and announcements.**

- **Emergency communication at speed.**

- **Enrolment and registration.**

- **Accommodation and halls of residence queries and management.**

- **Collecting student feedback.**

Improve Student Support with a digital assistant.

Features

- Digital Directory of support to house all student content and services.

- Automated student onboarding.

- Automated calendar of information for students.

- Survey needs analysis by demographic.

- Personalised information based on interest.

- Speedy and personalised multi-device real-time chat support.

- Live agent messaging and follow up notifications.

- Smart answers - fast Q & A.

- Self-serve content helps resolve common support call requests.

- Student support campaigns.

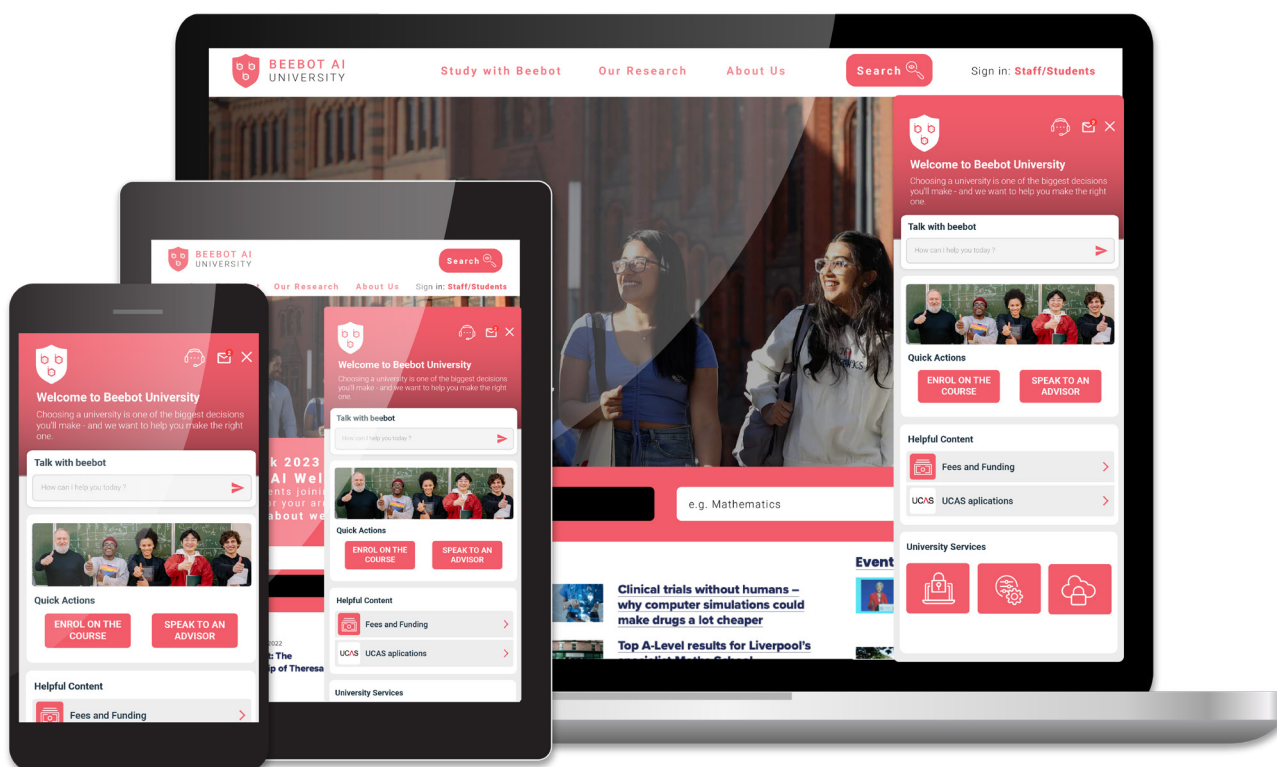- Follow up notifications for chat drop off.

Mobile Application

Take your Student Support to the next level with our feature rich mobile application, without the need to rebuild your system or processes. A 24/7 on-demand assistant for students.

- One Code base.

- Quick and easy to install.

- A consistent user experience across any device.

Works on any device

Modules

Beebot Student Support comes with an array of modules you can use to shape and enhance your Student Support service proposition and processes.

Automation
Automate your Student Support processes and create bespoke support rules.

Smart Answers
Integrate your knowledge base and content, use conversational real-time chat to answer Student Support queries on demand.

Bot Creator
Create Bots from our range of templates in seconds and brand them to your organisation.

Polls & Surveys
Create simple but effective surveys and polls using real-time chat to get instant feedback on Student Support satisfaction.

Campaign Manager
Use Campaign Manager to create and execute innovative Student Support campaigns to different audiences.

Live Agent
Whenever necessary, connect students easily with your human agents.

Campaign Messenger
Multi-channel messaging tool (Email, SMS, Social and Whatsapp).

Analytics
Visualise your Student Support performance analytics and bot activity metrics to optimise your student service strategy.

Bot Manager
Easily change and manage all your bots' functionality in one place.

Integrations
Connect your Student Support systems to enable real-time notifications and analytics.

Mobile App
Take your Student Support and prospects experience to the next level with our mobile app experience.

Interface
Unique Bot Interface that's available 24/7 with an integrated chatbot.

Optimisation Analytics

Our advanced analytics enables our customers to measure engagement performance and opportunities for optimisation.

Our customers can review customer support engagement and see future requests for further bot configuration directly from your users feedback. We also report on resolution time, recommendations and optimisations. Our analytics enable organisations to continuously improve their customer support experience and reduce support costs.

BEEBOT AI

About Beebot

We are on a mission to help UK businesses transform their operations through automation. Our interface and conversational AI bot can be used at scale to automate routine processes and enhance student experiences, so you can accelerate outcomes and focus more on your University delivering academic excellence.
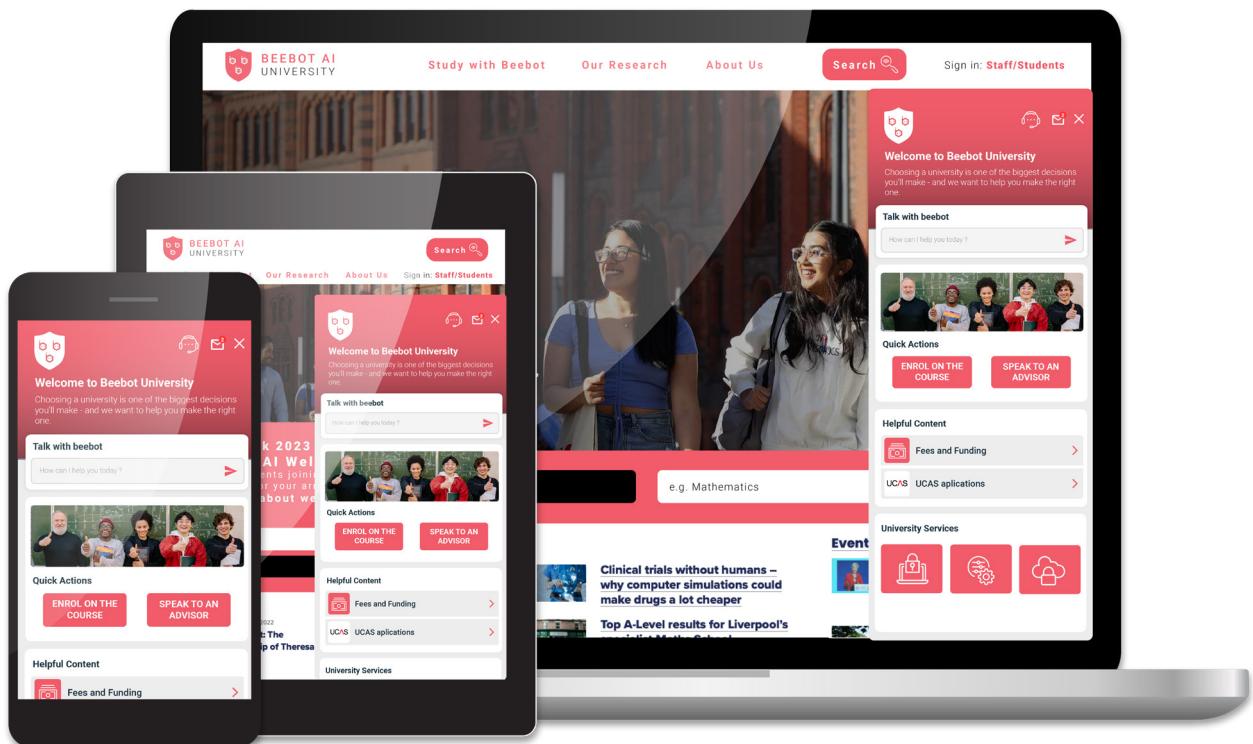
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