

LearnWise

Information Sheet

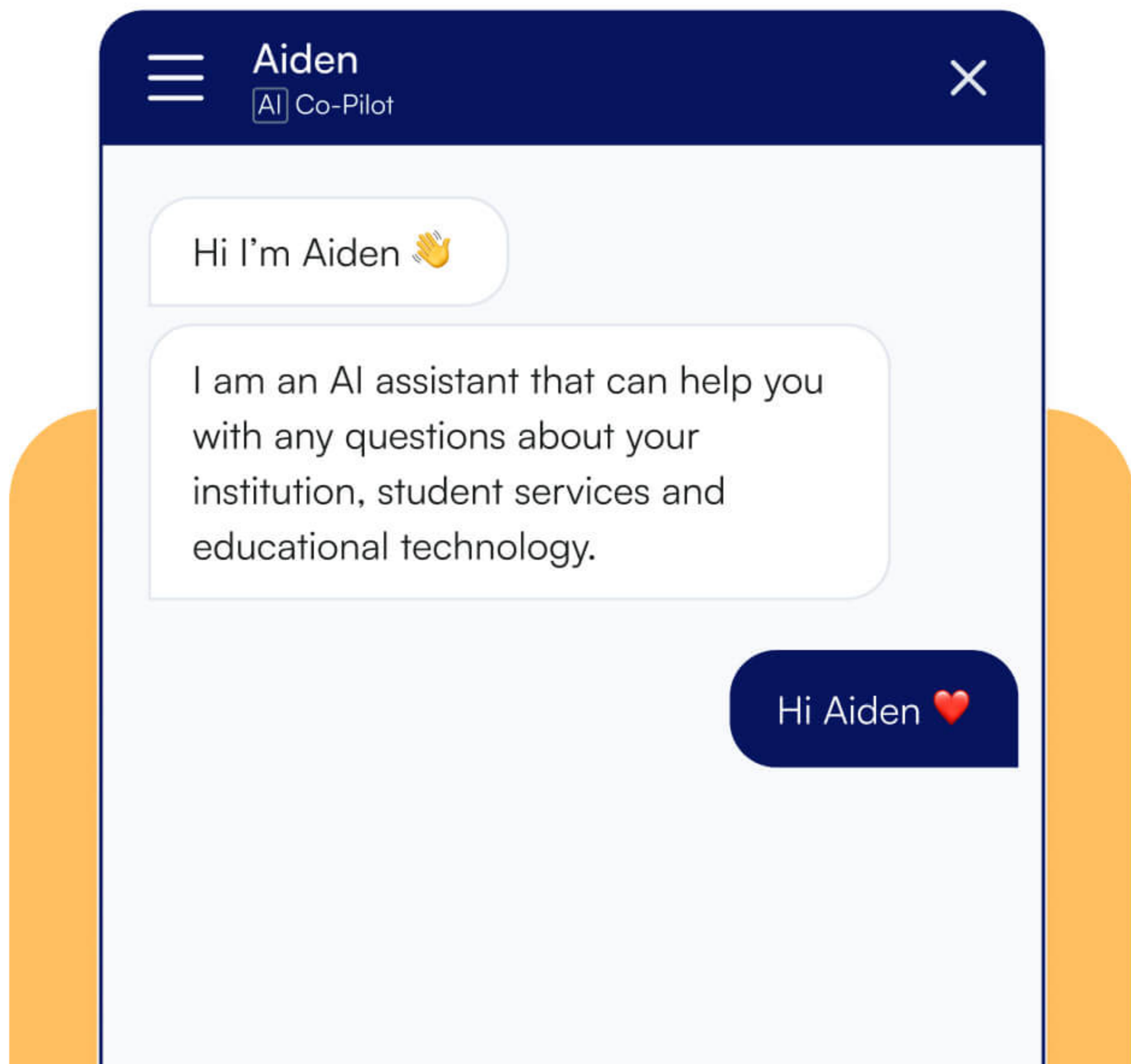
# What Makes LearnWise Unique for Higher Education?





# 01 Embracing a Higher Education-Focused Vision

LearnWise is set apart by its dedication to higher education. While many enterprise-level chatbots exist, not many are tailored for the specific needs of higher educational institutions. In the past, setting up an AI assistant for universities was a daunting task. LearnWise aims to further reduce this complexity, offering a "plug and play" AI solution tailored for higher education.





# 02 Why Institutions Prefer LearnWise for AI Support

## Walled Garden Approach

**Defined Boundaries:** Unlike other models like ChatGPT, LearnWise operates within specific constraints set by the content you provide. This ensures students cannot misuse the AI, maintaining the academic integrity.

**Verifiable Answers:** Each response from LearnWise is traceable to a specific URL or PDF resource, ensuring credibility and accountability. We ensure answers are based on factual content, eliminating the risk of generating misleading or fabricated information

## Out-of-the-Box Content

**Extensive Managed Content Library:** LearnWise boasts a comprehensive content library encompassing support articles from over 400+ EdTech apps. Administrators can effortlessly select the apps they utilize, integrating the corresponding knowledge and guides into their AI assistant.

**Regular Updates:** Our dedicated content team ensures this information remains current by updating it weekly. This reduces the strain on help desks from third-party tool inquiries and supports a wide range of popular tools like Canvas, Blackboard, Brightspace, Moodle, Turnitin.com, FeedbackFruits, and more!

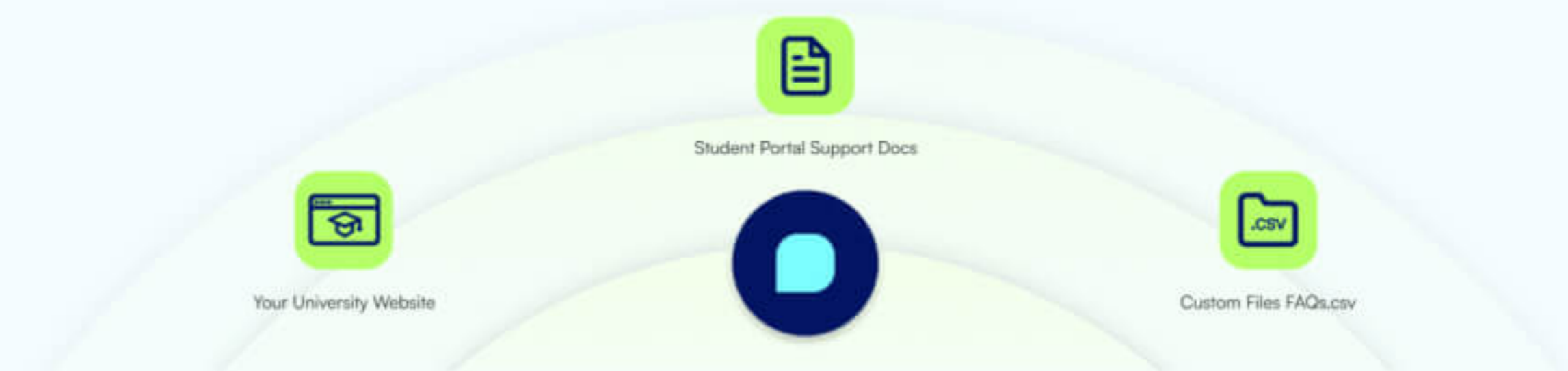




# Training Made Simple for Institution-Specific Content

**Hassle-Free Content Integration:** Simply input your knowledge base URLs, upload relevant PDFs, CSVs, and other documents, and the AI absorbs this knowledge immediately.

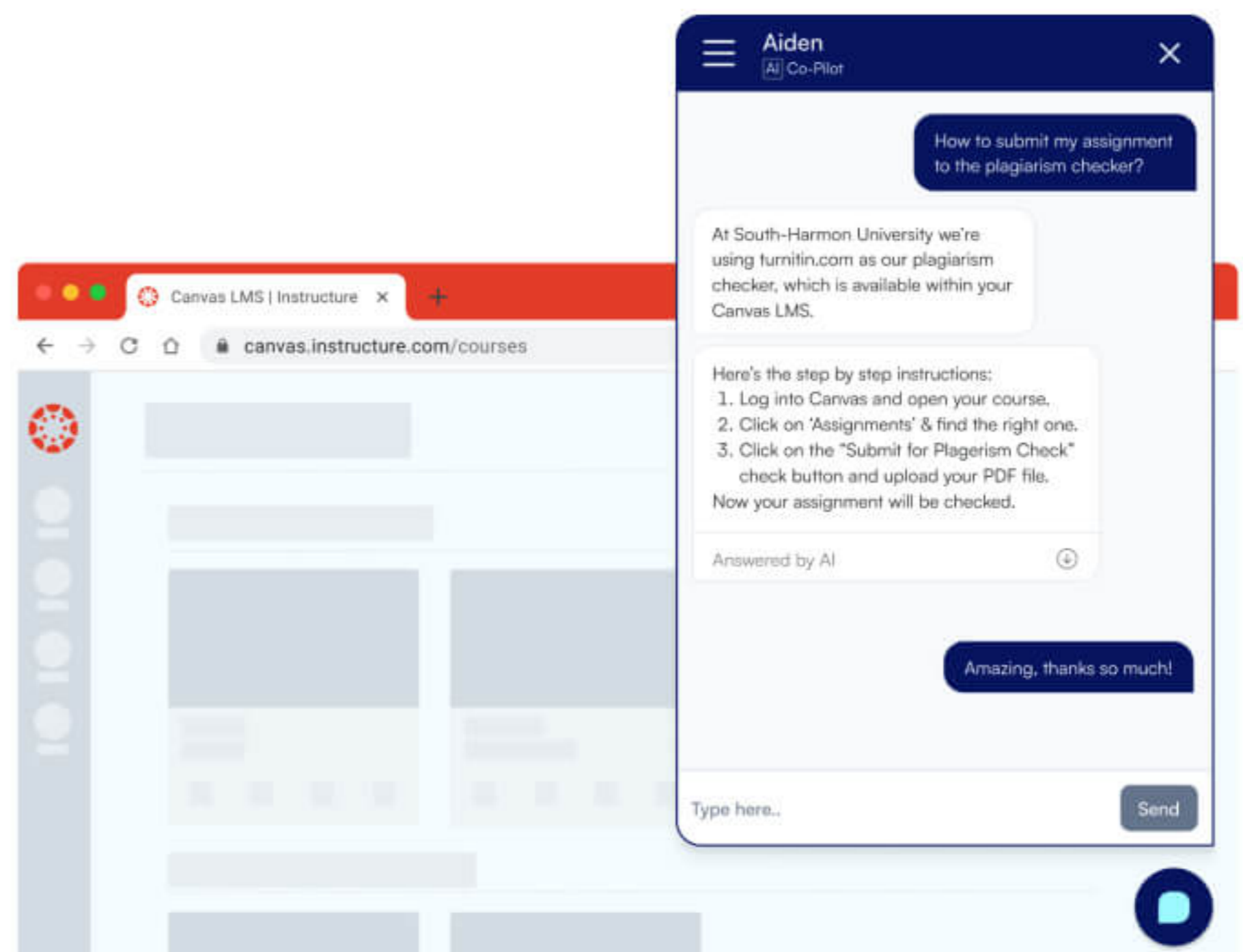
**No Hardcoding:** Say goodbye to cumbersome "IF THEN" logic. With LearnWise, it takes a mere 30 minutes from entering your knowledge base URL to deploying an intelligent AI assistant.



## Comprehensive EdTech Integrations

**Unified Support Experience:** LearnWise ensures seamless support across the institution's entire ecosystem, from student portals to LMS/VLE platforms, websites, and staff-focused portals.

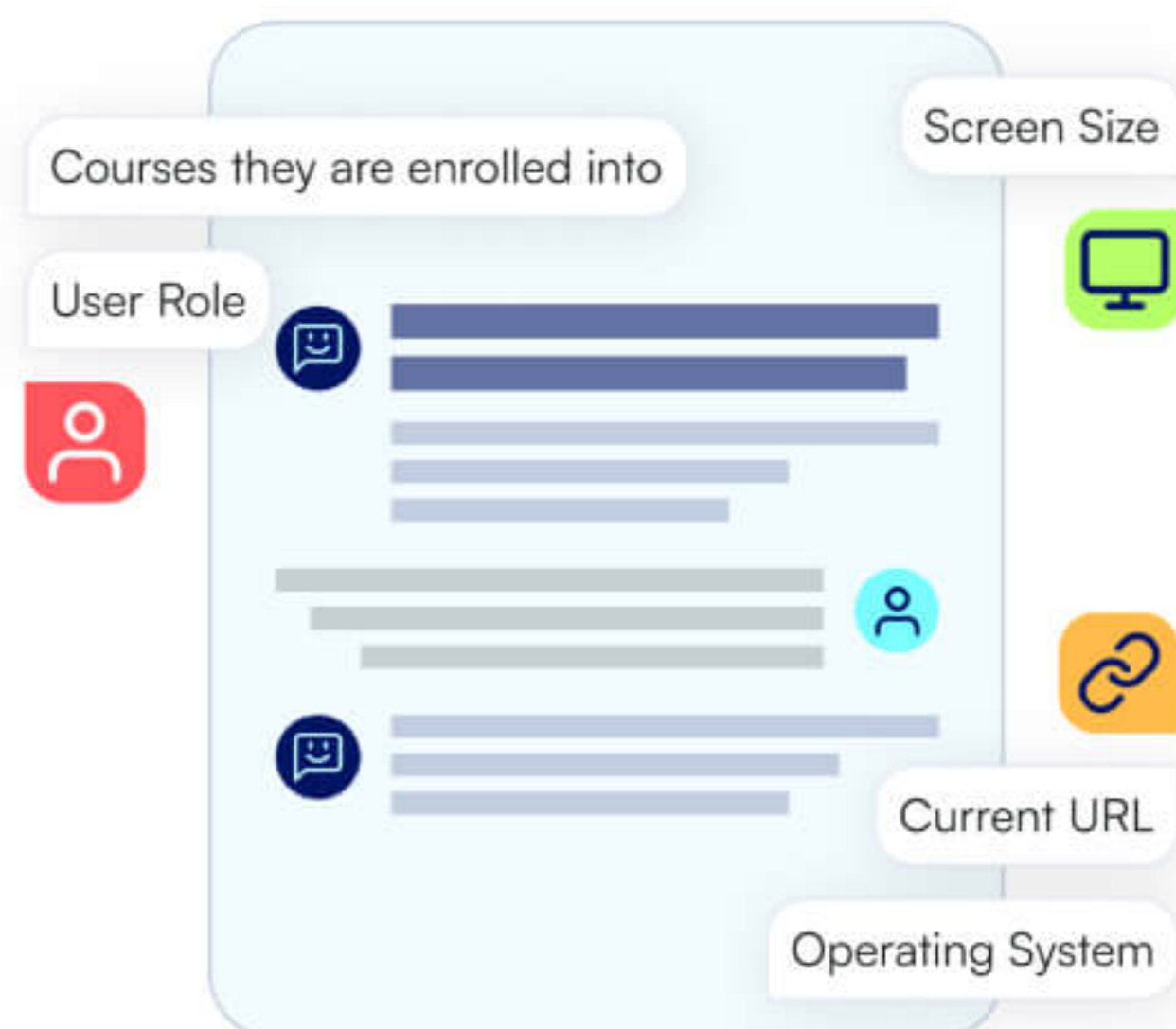
**Effortless Integration:** Incorporating LearnWise is as straightforward as integrating Google Analytics. We already offer integrations with popular platforms like Canvas, Brightspace, Moodle, Blackboard, and student portals





# User Recognition

**Contextual Responses:** A chatbot's effectiveness hinges on its knowledge and context. By integrating with platforms like student portals and learning management systems, LearnWise can identify critical user data, such as names, email addresses, and roles. Students receive student-specific information, while instructors get instructor-centric answers.



Three help desk cards are displayed, each with a background image and a 'Manage Desk' button. The first card, 'General Help Desk', shows a desk with a lamp and has a status of 'Connected to 2 Assistants' and '2 Escalation Options'. The second card, 'Student Services Desk', shows a group of students and has a status of 'No Assistant Connected' and 'No Escalation Options'. The third card, 'Tech Support Desk', shows a computer monitor and has a status of 'Connect to 1 Assistant' and '3 Escalation Options'.

## Smart Triage & Intelligent Routing

**Efficient Escalation:** LearnWise designates specific question types to the correct desks, offering a range of contact options for optimal responsiveness.

**Barrier-Free Support:** Regardless of the query's nature, our Smart Routing guarantees that it's directed to the correct department, streamlining ticket resolutions and effortlessly syncing with existing ticketing systems.



# Seamless Help Desk Integration

**Hassle-Free Sync:** With LearnWise, connecting to your current ticketing system is smooth and intuitive.

**Customizable:** Already have a ticketing system in place? Don't change it! Enhance its functionality with LearnWise. We come pre-integrated with over 30 ticketing systems, ensuring that we fit right into your established workflow.



# Multi-Lingual Capabilities

**Global Readiness:** LearnWise is equipped to interact in a plethora of languages, from English and Spanish to Chinese and Arabic.

**Dynamic Response:** Even if the source knowledge is in one language, our AI, Aiden, can respond in the user's language of choice, creating a truly global support system.





# 03 Deriving Insights from Support Conversations

Our AI assistant, Aiden, offers invaluable insights into support and feedback trends. With just two clicks, institutions can access detailed reports, understanding prevalent issues and anticipating future challenges.

Insights - Jan 2023

**We've analysed 18,642 cases in the last 30 days. That's 621 hours saved reading feedback!**

Feedback Reports

Questions

Suggestions

Complaints

Compliments

Top Themes



### What Classes to Take First for My Major?

110

A lot of new students are confused about which classes they need to take first for their chosen majors. They're not sure about the order of classes and what happens if they don't take these first.

Study Advice



### Can't Log Into Online Classes

56

Many students are having trouble logging into the university's online learning platform. They're getting error messages, getting locked out, and can't get to their course materials and assignments.

Tech Support



### Problems with Roommates in Dorms

12

Many students are having trouble logging into the university's online learning platform. They're getting error messages, getting locked out, and can't get to their course materials and assignments.



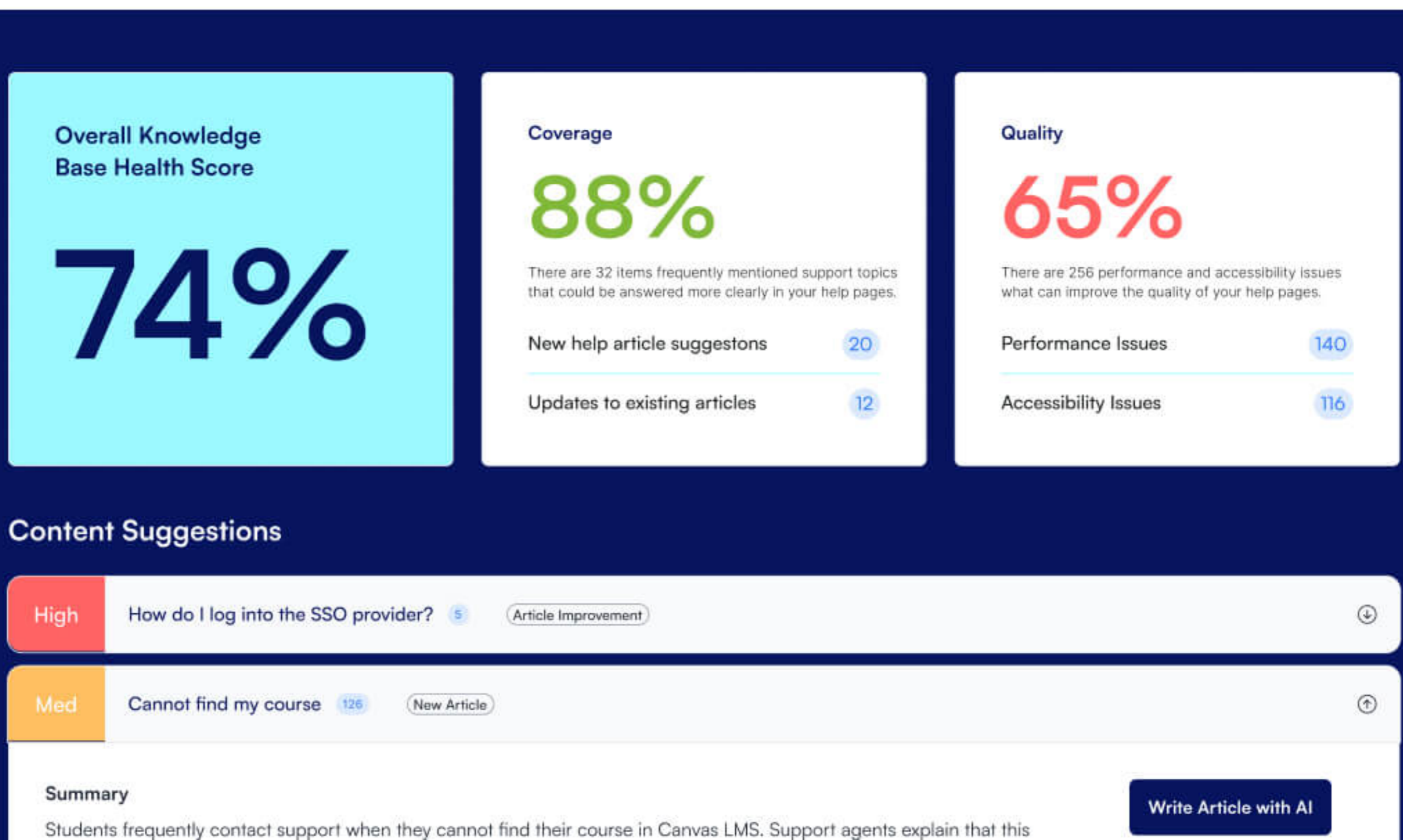
# 04 Knowledge Gap Identification

An AI is only as powerful as the knowledge it has to learn from.

Institutions, with their diverse departments, house vast content across websites, FAQs, and internal platforms. However, maintaining this content often demands intensive collaboration from various subject matter experts, an aspect sometimes underestimated.

LearnWise elevates this with a refined knowledge gap analysis. By comparing questions from our AI chat and prior support tickets to the existing knowledge base, we pinpoint content deficiencies. This not only updates your content but also refines the AI's responses, enhancing user experience.

From this analysis, LearnWise offers a 'knowledge gap score', revealing how well the current content addresses queries. Our report also highlights missing topics and suggests new article titles to bolster your platform. Further, LearnWise assists Subject Matter Experts in enhancing knowledge base articles for utmost clarity and relevance.





# 05 A Team Dedicated to Higher Education

At the heart of LearnWise is a team of EdTech experts. With years of experience, our focus remains solely on addressing challenges in higher education. Our expertise is at your disposal, ensuring a seamless AI support experience.

