

EduBot – Generative AI Chatbot and Voice Bot, Backed by a Human Network

Reduce IT, LMS, and Other Student Services Support Costs by as much as 30%



The Most Robust AI Chatbot for Higher Ed



EduBot Chat and Voice are the leading AI solutions tailored for higher ed, powered by AI, and supported by real people. Seamlessly integrated with your campus systems (SIS/ERP, ITSM, LMS, CRM, MFA, SSO, AD, etc.), EduBot handles IT, LMS, admissions, financial aid, registrar, and bursar queries effortlessly.

Elevate campus experience, streamline tasks, and provide personalized support to students, faculty, and staff with EduBot.

Key Features of AI Bot



Generative - Powered by Large language Models



Seamless Integration with Campus Systems



Live Human Transfer



Multimodal Support – Website, SMS Messaging, Phone, etc.



Multi-Language Support



Minimal Institutional Maintenance Required

Expected Outcomes



25% Reduction of phone calls



90% Chatbot Resolution Rate



90% Student Satisfaction Rate

EduBot Answers Personalized and Common Questions

Admissions

- Is my application complete for the nursing program?
- Have I been admitted to the engineering program?
- What are the most popular student organizations?
- What is the average GPA and SAT/ACT scores of admitted students?

Financial Aid

- Did you receive my financial aid application?
- What documents am I missing?
- How much is my financial aid for this semester?
- When should I expect my aid disbursement?

IT and LMS

- I forgot my password. Help!
- When is my next exam?
- What was my Writing 101 midterm grade?
- My Microsoft Word document says it's corrupted.

Registrations & Records

- Why does my record have a hold on it?
- Can I withdraw from CHEM 155?
- What is my GPA?
- How can I access my academic transcript?

Accounts/ Bursar

- How much do I owe the university?
- If I don't pay soon, what will happen?
- Can I pay in installments?
- What is the refund policy for dropped courses?

General Administration and Campus Life

- How can I get involved in the university community?
- What are the career services available?
- How can I report a safety concern?
- What is the health center's hours of operation?

Our AI Clients



In Their Words

"I highly recommend BlackBeltHelp for Service Desk and Chatbot. They built our Chatbot in two weeks, launched a new Helpdesk website, and continue to support us daily in training the bot. Our students are thrilled, and our knowledge base has over 450 Q&As in less than three weeks, Thanks, BBH!"

Ellen Rayz | AVP/CTO
City College of San Francisco

"We greatly appreciate the BBH team's dedicated efforts over the years in enhancing their solution. Their focus on continuous training and feature additions like tabbing and menu structure has significantly matured the product, proving highly beneficial to our institution."

Christine Pimblett | IT Service Desk Lead
Randolph-Macon College