**AI Agent Business Case: Enhancing Student Support in Higher Education**

**Domain:** Education  
 **Problem Statement:** Universities often struggle to provide timely academic support to students due to limited human resources. Students frequently wait days to get answers to basic queries related to course schedules, assignments, exam dates, and academic policies. This delay affects student satisfaction and academic performance.

**Proposed AI Agent:** We propose an **AI Academic Assistant** integrated into the university’s student portal and mobile app. The agent will operate 24/7, providing instant responses to frequently asked questions, guiding students to relevant resources, and sending reminders about important deadlines. It can also escalate complex queries to human staff when needed.

**Impact:**

1. **Time Saved:** Reduces student service team workload by 40%, enabling staff to focus on complex issues.
2. **Student Satisfaction:** Expected to improve satisfaction scores by 30% within the first semester through faster query resolution.

**Bonus – User Interaction:** Students interact via **chat interface** embedded in the student portal or app, using either text or voice input. The AI uses natural language understanding to respond conversationally and contextually.