**Use Case: Student Academic Support in Higher Education**

**Problem**

Universities receive a high volume of repetitive student queries, such as course registration issues, exam schedules, assignment deadlines, and scholarship information. Staff often spend excessive time answering the same questions, causing delays and student dissatisfaction.

**Proposed AI Agent**

An **AI Academic Support Agent** can automatically handle these routine queries 24/7 via a chatbot embedded on the university website and student portal. It can provide personalized guidance by accessing student records (e.g., showing specific deadlines or credit requirements) and escalate complex academic or administrative cases to human advisors when needed.

**Impact**

* **Up to 70% reduction in staff workload** on repetitive administrative tasks, allowing staff to focus on more complex student needs and academic advising.
* **Improved student satisfaction and engagement**, with response time reduced from 1–2 days to instant answers, boosting overall campus experience.

Students interact through a chat interface on the university portal or mobile app. They can type questions like “What is my exam schedule?” or “When is the last date to drop a course?” and receive instant, accurate responses.