

Virtual Admissions Assistant – Case Study

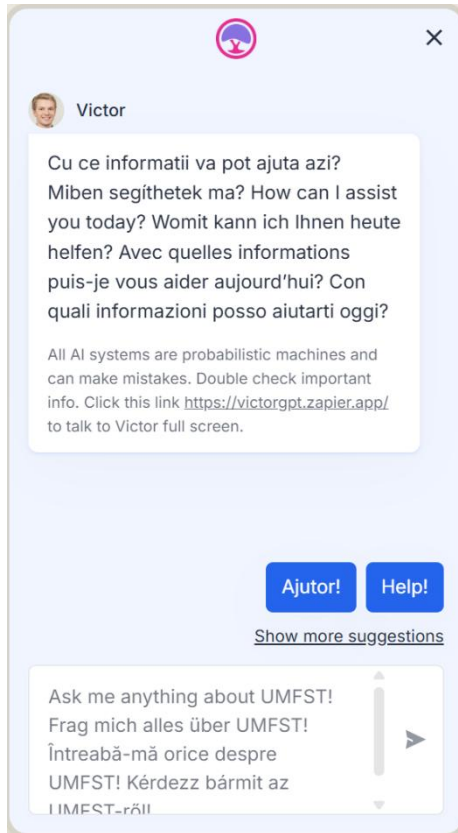


Figure 1 <https://victorgpt.zapier.app/>

Challenge

Universities continuously generate an exponentially growing volume of public information aimed at students, faculty, and prospective candidates. Thousands of web pages are created, updated, or published daily, making it increasingly difficult to efficiently locate specific information. Even well-structured websites require users to read, select, and navigate through dozens of pages.

Searching through a site with 4,000-5,000 pages becomes extremely time-consuming. Often, users abandon their search efforts and turn to administrative offices for assistance via phone, email, or in-person visits. This approach consumes valuable resources, disrupts daily operations, and negatively impacts overall efficiency.

Moreover, in situations where timely information (e.g., locating exam halls) or urgent notifications (e.g., medical emergencies) are critical, traditional channels (websites, telephone, email) are insufficient.

Solution

Jacaranda proposes an AI Assistant accessible from any internet-connected device. It operates continuously (24/7/365), engages thousands of users simultaneously, and rapidly provides accurate responses to queries.

For example, prospective students can instantly obtain answers to common admission-related questions about educational offerings, admission exams, evaluation methods, schedules, fees, and all necessary steps toward enrollment.

Key Features of Jacaranda's Virtual Admissions Assistant:

- Responds exclusively based on official documents published on university websites.
- Automatically translates and interacts in all languages used within the European Union.
- Provides precise answers to specific questions and references the source directly via links.
- Capable of engaging simultaneously with 1,000+ users and automatically scales according to demand.
- Available online 24/7/365.
- Fully compatible and accessible via full-screen on any internet-connected device.
- Seamlessly integrates into existing web pages.

Performance & Benefits

- **Significant Time Savings:** Eliminates the need for users to navigate hundreds of web pages.
 - Measured through direct testing: The assistant accurately provides answers and sources.
- **Multilingual Interaction & Translation:** Interacts and translates all provided information into any EU language upon request.
 - Verified through direct multilingual testing: Answers queries accurately in various languages.

- **Continuous Availability:** Operates consistently without interruption (24/7/365).
 - Validated via continuous performance monitoring.
- **Efficiency Boost for Administrative Staff:** Automates responses to repetitive queries traditionally handled by administrative staff via phone, email, or in-person.
 - Demonstrated through direct comparison and testing: Accurately addresses any question with information available on university websites.
- **Scalable and Simultaneous Engagement:** Handles concurrent interactions with thousands of users, providing diverse responses in multiple languages.
 - Proven through stress-testing with multiple simultaneous users requesting distinct information in various languages.