

# Guru, an Intelligent Chatbot for University Students and Staff



## KEY FEATURES

- **Available 24x7** - accessible anytime, anywhere.
- **Improved customer service with enhanced customer communication** - as manual services are prone to human error.
- **Huge cost savings** - by reducing office staff overheads.
- **Time saving (almost 6 weeks of staff hours) with automation of repetitive tasks** - by eliminating mundane activities of answering the same questions.
- **Device independent** - with minimal restriction of accessibility on any device.
- **Modernizes** Campus Solutions system.
- **Enhanced student experience** - reported to have increased student enrollment by +1.9% quarterly.
- **Multiple Conversation Styles:**
  - Transactional
  - Q&A
  - Forms
  - Information links

### About Astute Business Solutions

Astute Business Solutions is a leading provider of Upgrade, Implementation and Application Support services for PeopleSoft Enterprise, Business Intelligence, and Oracle SaaS applications. Astute was founded by a team specializing in PeopleSoft ERP and Application Outsourcing. With a pedigree that includes PeopleSoft, Hyperion and OBIEE with Big 4 Consulting, and Global Outsourcing Service Providers. Astute has made a mark for itself in the PeopleSoft market and most recently in Lift and Shift PeopleSoft, Hyperion and OBIEE to Oracle Cloud (OCI).

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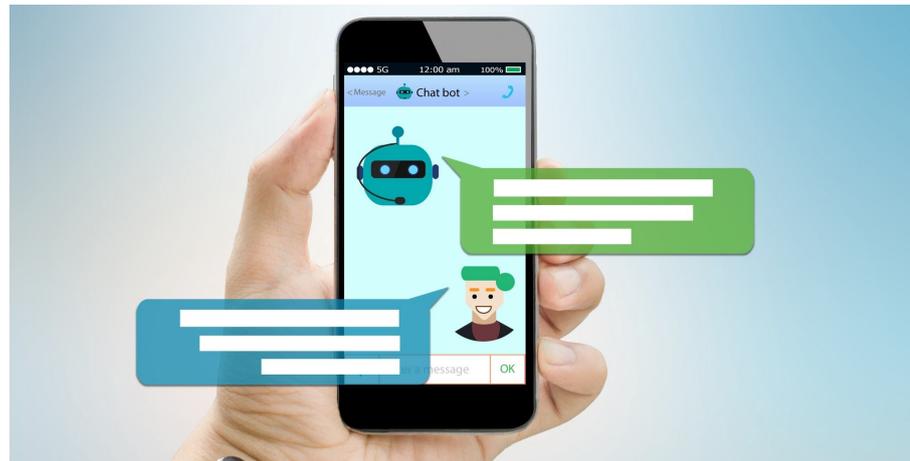


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## Improve Student and Faculty Engagement with Guru on Oracle Cloud

Astute Business Solutions introduces Guru, a state-of-the-art Chatbot that brings an innovative way for students to interact online with campus data and information. Guru revolutionizes the way students obtain information that is on-demand, contextual and self-learning.

The right solution for students, faculty and administrative users, Guru is designed to keep up with the evolution of personal technology by delivering a modern conversational bot that integrates data from multiple sources. Also known as a virtual or digital assistant, Guru accesses secure student-related information, and provides an intelligent, contextual response at the fingertips of the user.



What role can Guru play in modernizing universities, schools and colleges? Let's find out.

### About Guru:

- Is available 24x7 anytime, anywhere.
- Improves customer service through precise interactive communications.
- Saves time and money by reducing internal headcount.
- Enhances the user experience via a unified conversational UI using multiple sources.
- Automates routine tasks by automatically providing FAQ's, links, procedures and policies (can be used on any device; desktop, laptop, phone, or tablet).
- Integrates with multiple Campus data sources including PeopleSoft Campus Solutions, Housing, Library, Transcripts, Admissions, Applications, and FAQs.
- Increases student enrollment by enhancing the user experience.