

ASTUTE BUSINESS SOLUTIONS

GURU - A Digital Assistant to Students for PeopleSoft Campus Solutions application



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Key Features

- Availability 24x7 - with anytime anywhere access
- 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

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)

GURU - A Virtual Assistant to Students for PeopleSoft Campus Solutions application

Guru is a Chatbot exclusively designed for Students to enhance interaction with the PS Campus Solutions application. Essentially, it works as a student self-service app by effectively simulating human conversation, which, in turn, improves student experience, resulting in increased enrollment. Some of the key business drivers for Chatbot adoption are the need for an elevated instant response to queries with quicker resolution of complaints, and detailed answers to complex questions - in the end, all leading to a satisfying customer experience.

Multiple Conversation Style:

- Transactional
- QnA

Channels

- Customer website
- PeopleSoft Application
- Facebook Messenger
- WeChat
- iOS SDK
- Android SDK

Plus many more via the open Webhook interface

Contact Us:

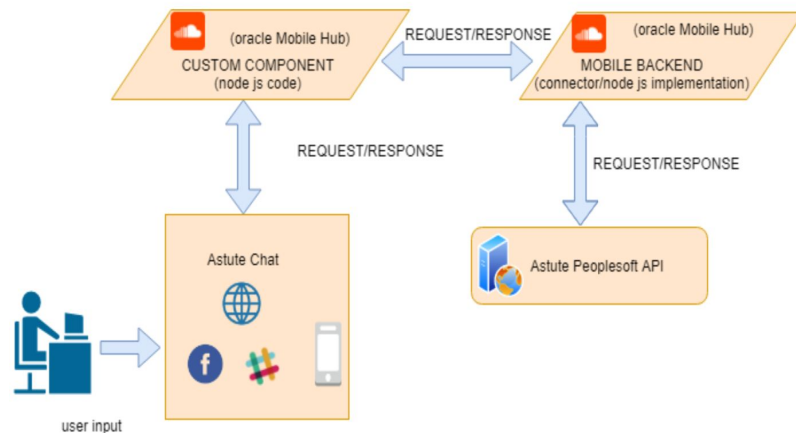
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Technology/Applications - Architecture

Oracle Digital Assistant 19.1.3-1902192355

Oracle Mobile Hub 19.1.3

PeopleSoft Campus Solutions 9.2



Designed for fast performance and a high reliability, **GURU** serves as the right solution for millennials by enhancing students' interactive experience - from engaging in a conversation with the student, taking the questions from the student, retrieving data from PS Campus Solutions, to returning appropriate answers to the student.