

Students spend too much time searching for answers in poorly organized knowledge

400+ scattered questions

Information spread across multiple sources with no logical structure or navigation paths

Manual, slow searches

Students waste precious time scrolling through irrelevant content and outdated FAQs

Zero context awareness

Systems fail to understand what students actually need, leading to dead ends and frustration

What if the Help Center finally understood students?



A fluid, natural experience

Conversations feel intuitive and human, eliminating the friction between question and answer



Relevant, instant responses

Intelligent matching delivers precisely what students need, exactly when they need it



A self-improving system

Every interaction makes the platform smarter, continuously adapting to real student needs

Our Solution: HelpAI

An intelligent conversational agent powered by RAG, delivering contextual and autonomous student support



Understands natural language

Students ask questions naturally, without worrying about keywords or specific phrasing.



Finds the best answer

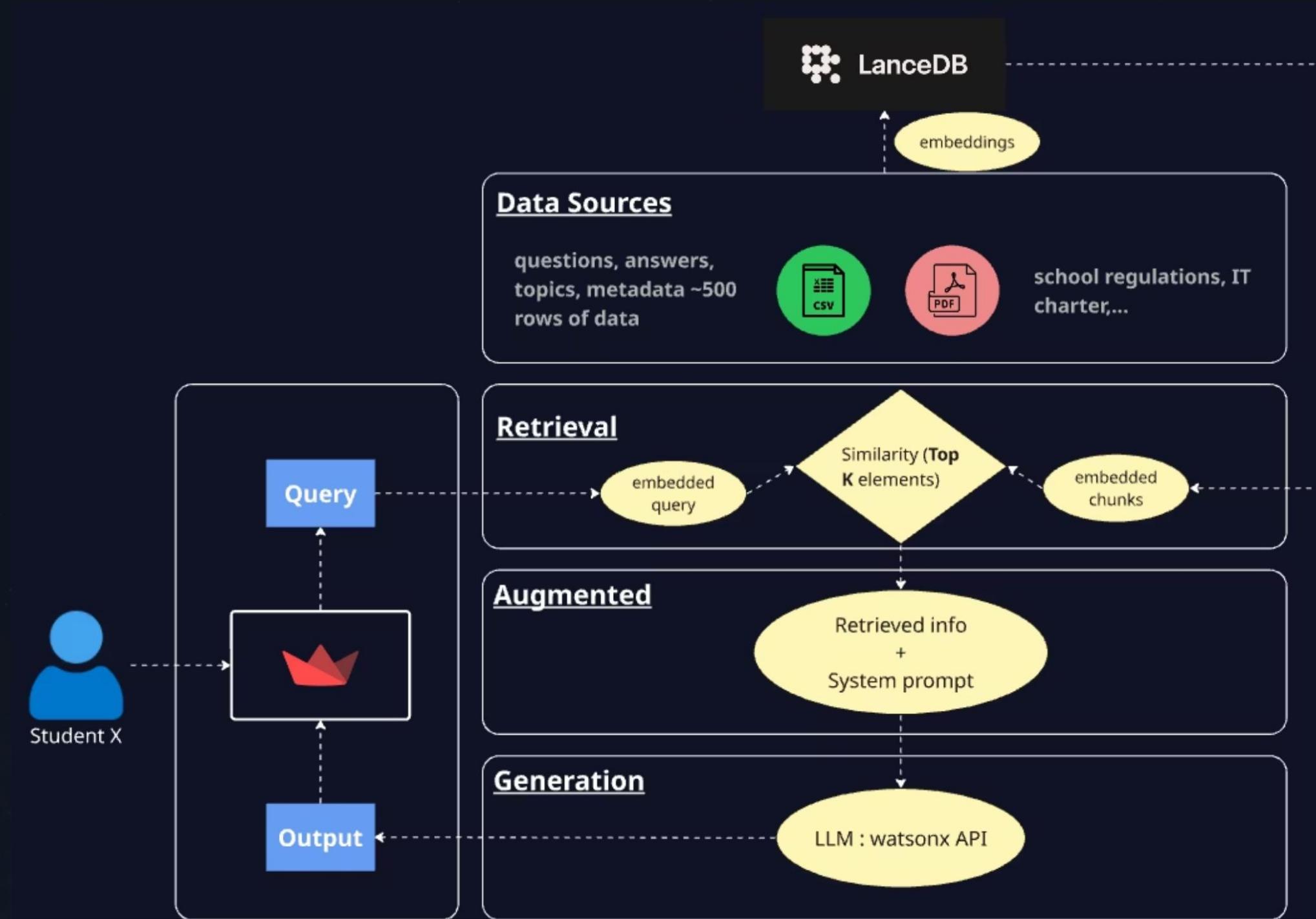
Advanced semantic search identifies the most relevant response from your knowledge base.



Learns from every interaction

The system evolves continuously, becoming more accurate with each student conversation.

How HelpAI Works



Challenges & Solutions

Navigating key technical and design decisions during development.

Retrieval vs. RAG Implementation

We chose a **RAG (Retrieval Augmented Generation) architecture** over pure retrieval for deeper contextual understanding, anticipating future diverse data needs.

Optimizing Chat Script UX

Our focus was on designing an **efficient, fluid, and minimal chat interface** for fast, relevant responses or seamless administrative redirection.

Leveraging Watson AI/Data

Currently using **local DB** for small **datasets** and the **Watson API** for **LLM calls** to ensure accurate, contextual responses and prepare for future scalability.

HelpAI



Students finally find answers without searching.

Simple

Intuitive

No training needed—students just ask
and receive

Smart

Intelligent

Context-aware responses powered by
RAG

Evolving

Self-improving

Continuously learning from every
interaction

Thank You For Listening!

Thank you for your time and attention today. We truly appreciate you joining us.

We are now open for any questions or discussion you might have.