

TRANSFORMING YOUR OFFICE WITH THE IVY CHATBOT



What is Ivy?

Ivy is an artificially intelligent customer service “chatbot” for Higher Education

Ivy can answer questions on your website and direct students to critical information. Ivy is an extension of your staff, handling natural language questions from both parents and students. Ivy will scale your customer service, extend your hours of operation, and absolutely delight stakeholders.



Ivy can help...

Simplify and Improve University Communications

Ivy's chat interface mimics human conversation. **Chat is the preferred mode of communication of 91% of students.**



Drive Student Success

Since Ivy is always on and ready to help, Ivy reduces the barriers that prevent students from getting things done. **65% of conversations with Ivy happen outside of normal business hours.**



Reduce Staff Burden Immediately

Ivy automates responses to redundant questions. Ivy can answer over **90% of simple questions accurately on Day One, and only gets better.**



Scale Your Operations

Ivy helps drive enrolment numbers and helps students **do more with less.**



“ Ivy engages students in a manner they are familiar with, conversationally and like a real person. Our students appreciate how easy it is to use! ”
- Lisa Meckley, UNCC Financial Aid



TRANSFORMING YOUR UNIVERSITY WITH THE IVY CHATBOT

How Ivy Works

Support

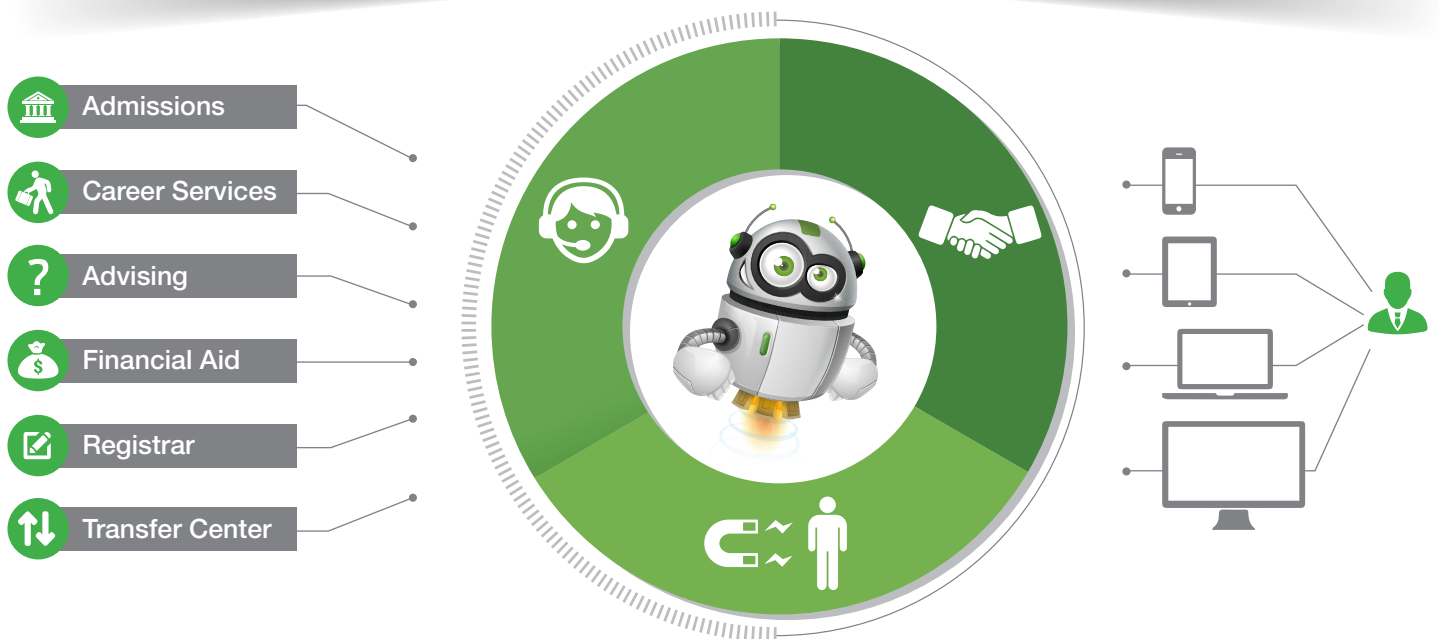
Ivy answers questions like a chat agent would, but even better

- Direct answers and links to correct pages
- Accurate responses every time
- Rich content (video, documents, calendar events, charts, and live polls)

Engagement

Ivy lives on your website, enabling easy access and ongoing conversation

- The “Ivy Brain” is the content of your site
- Ivy is deployed with just one line of code
- Mobile optimized, facilitating access at all times of day or night



Outreach

Ivy is fully customizable, ensuring schools can make Ivy their own

- All questions / answers definable according to the needs of each school
- All bots info customizable by each school (white labeled, custom avatar)

“Chatbots just make sense. They’re the perfect instruments to use when you have a lot of student questions. Ivy liberates advisors from answering simple questions over and over, allowing them to save energy for the hard work. - Michael Laughter, Georgia Tech Career Services”

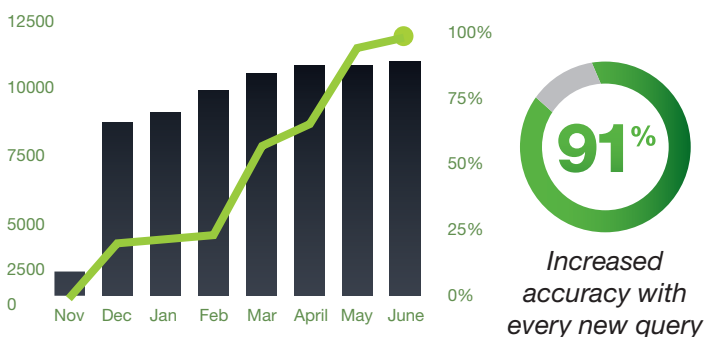
EARN A MEANINGFUL R.O.I. WITH THE IVY CHATBOT

Ivy In Action

Ivy uses natural language processing (a form of machine learning) to triage student questions, allowing staff to focus on higher-value tasks while Ivy collects useful insights

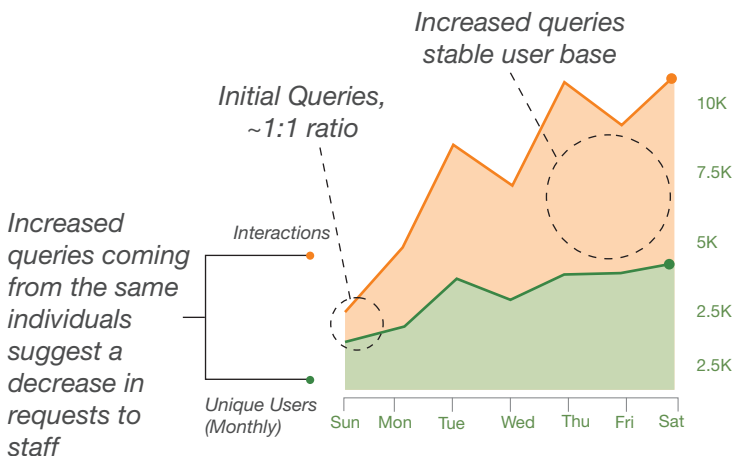
Increasing Accuracy

Ivy answers over 90% questions asked accurately, and only gets better with time



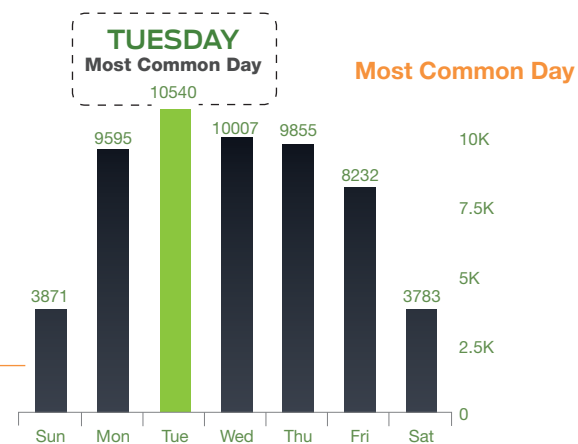
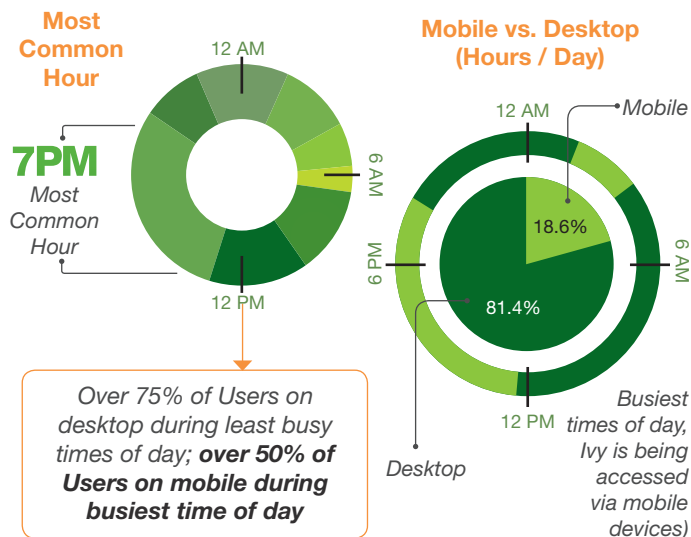
Satisfaction & Support

Ivy's accuracy and timely responses engender expanded, ongoing interactions



Access, Insights, & Availability

Ivy lives on your website, enabling easy access and ongoing conversation



“Ivy provides a reassurance that students are pointed in the right direction, even when we aren't there. - Jeff Sackaroff, UNC Career Services”

phone 844-200-2746
Fax 919-287-2639

6114 Fayetteville Rd Suite 109
Durham, NC 27713



To Learn More, Visit [ivy.ai](https://www.ivy.ai)