**Student Use Cases**

## **Personalised Learning Assistants**

**Use Case:**

Students can ask Copilot questions during or after class (in MS Teams), and it retrieves answers from lecture notes, syllabi, PDFs, and other class documents stored on SharePoint.

**Example Prompts:**

* “What did the professor say about enzyme kinetics in last week's biochem class?”
* “Summarise key points from the Week 4 lecture slides on Thermodynamics.”

**Integration:**

* **Copilot** acts as the interface in MS Teams.
* **SharePoint** holds lecture materials, notes, and class recordings.
* The RAG layer retrieves and filters relevant content for answers.

**Benefits:**

* Always-on academic assistant.
* Reduces confusion and repetitive queries to lecturers.
* Ideal for revision and concept clarification.

## **Smart Study Plan/Guide Generator**

Based on Class Resources

**Use Case:**

* Copilot generates personalised study plans by analysing class calendars, assignment deadlines, and SharePoint-stored materials and helps exam preparation & revision companion

**Example Prompts:**

* “Create a weekly study plan to prepare for the final math exam.”
* “Which topics should I revise from our economics course based on previous quizzes?”

**Integration:**

* Pulls calendar/events from Outlook + Teams.
* Gathers topic priorities and content from SharePoint folders.
* Delivered as a To-Do list or Planner board via Microsoft To-Do or Planner.

**Benefits:**

* Improves student time management and reduces last-minute cramming.
* Aligns perfectly with Teams' class schedules and files.

## **Academic Counselling Assistant/Career Path Guidance Advisor**

**Use Case:**

Advises students on course selection, GPA improvement strategies, and graduation planning based on institutional guidelines and performance.

**Example Prompts:**

* “Can I drop a module without affecting my graduation?”
* “What electives can I take to improve my GPA in Semester 2?”

**Data Sources:**

* School academic regulations and course catalogues (via SharePoint or student portal)
* Student transcript or performance data (if integrated securely)
* Graduation requirement checklists

**Integration:**

* As Copilot plugins in MS Teams or Outlook.
* As chatbots on student portals.
* Through SharePoint-driven knowledge bases.

**Benefits:**

* Provides on-demand academic guidance.
* Eases pressure on human counsellors during registration periods.

## **Smart Exam Preparation & Revision Companion**

**Use Case:**

An AI-powered personal exam coach that autonomously manages students' study plans, retrieves personalised learning materials, creates quizzes, tracks progress, and adapts revision strategies.

**Example Prompts:**

* “Create a revision timetable for Biology with more focus on Genetics and Cell Division.”
* “Give me 10 short answer questions from the last 5 years’ Chemistry papers.”
* “Summarise all the important formulas from Algebra and Calculus.”
* “Which chapters am I struggling with based on my quiz history?”
* “Revise Trigonometry in quick flashcard format.”

**Data Sources:**

* Class Notes & Slides
* Textbooks & PDFs
* Past Year Exam Papers
* LMS Quiz Data
* Recorded Lectures

**Integration:**

* Microsoft Teams
* As Copilot plugins in MS Teams or Outlook.
* As chatbots on student portals.
* Through SharePoint-driven knowledge bases.
* Power Automate (Sends reminders, nudges, and next-step suggestions based on progress tracking)
* Azure OpenAI + RAG (Pulls topic-specific content and generates dynamic, contextual responses)

**Benefits:**

* Provides on-demand academic guidance.
* Eases pressure on human counsellors during registration periods.

## **Student Support Assistant**

**Use Case:**

A conversational AI assistant for students that receives and understands students' requests and automates responses for administrative support (e.g., refund processing, certificates, document generation/clarification or support case creation). These requests are captured via the web, mobile, or Teams, classified using AI, and **automatically** **logged as cases in Salesforce**. manages and resolves these cases from within Salesforce by the sales form service team.

**Example Prompts:**

* "I want a refund for my Course X"
* “What’s the status of my refund request?”
* “I haven't received my course completion certificate.”
* "Why was I charged twice for the same course?"

**Actors**

* Student (End User)
* AI Assistant Interface (Frontend Copilot/Chatbot)
* Salesforce Service Cloud (Backend Case Management)
* Student Services Team (Human agents)

**Functional Flow:**

* Student initiates request via web portal, teams, or mobile app
* AI Assistant handles intent and captures necessary details (e.g., course, reason, student ID)
* The case is created in Salesforce
* The Student Services team accesses Salesforce to resolve the case
* Feedback & closure by status updates or documents can be sent back via the Assistant

**Sample Prompt-Response Flow**

**Student:** I want to get a refund for my Data Science Bootcamp  
**AI:** I can help you with that. Could you please provide your registered email address and the reason for the refund?  
(Student responds)  
**AI:** Thank you. I’ve submitted your request. Your case number is **#CAS-10392**. We’ll get back to you within 3 working days.  
(Salesforce logs the case, agent picks it up)  
(Student asks later: "What’s the status of my refund?" → AI retrieves status from SF)

**Data Sources:**

* Salesforce App for the below information
* Student Profile DB (SQL / CRM / SFDC)
* Course Catalogue / Enrollment System
* Knowledge Base / FAQ
* Salesforce Service Cloud

**Integration:**

* Microsoft Entra ID / OAuth - Student authentication (SSO)
* Copilot Studio - Intent recognition + slot filling
* Salesforce REST API - Create/update cases
* Webhook Integration - For uploading documents or forms - optional

**Benefits:**

* Faster resolution time – AI triages and logs accurately
* Improved student experience – 24/7 support, proactive updates
* Case data insights – Categorisation for issue trends
* Human-AI synergy – AI handles intake, agents resolve

## **Wellbeing Counselling**

**Use Case:**

Students often face academic stress, social anxiety, loneliness, burnout, and emotional challenges. Institutions may lack the resources or early detection mechanisms to provide timely support or personalised wellbeing advice, and may also lack early access to a counsellor.

**Example Prompts:**

* Feeling overwhelmed - "I have too many assignments and can’t focus."
* Seeking motivation - “I don’t feel like doing anything lately.”
* Anxious before exam - “I’m panicking about tomorrow’s test.”

**Data Sources:**

* Share basic first-level DIY steps/information to heal
* Share counselling detail information
* FAQ
* Salesforce Service Cloud
* Outlook e-mail & Calendar event

**Integration:**

* Microsoft Entra ID / OAuth - Student authentication (SSO)
* MS Outlook/Calendar

**Benefits:**

* 24/7 Anonymous Support
* Early Detection of Mental Health Issues
* Improved Academic Performance
* Reduces Costs & Operational Efficiency