

The background features a series of concentric circles in light gray, some solid and some dashed, creating a ripple effect. A large, solid red speech bubble is centered on the page, pointing downwards. The text is contained within this bubble.

FAQ Assistant

Instant, Multilingual Answers for University Students

Mohsin Ghadiali

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Maya's first week at University

Day 1 - Can't connect to WiFi.

Day 2 - Campus card doesn't work.

Day 3 - Can't find her classroom.

Each problem has a different solution, different website, different office hours. Maya starts wondering if studying abroad was a mistake.

The Hidden Crisis in Higher Education

- > 45% of international students consider leaving within first month
- > Average support ticket response time: 27.7 hours
- > Language barriers in accessing help

What if we could solve this in 30 seconds?

Problem

Students can't
find procedural
info quickly



**Info scattered
across pages & PDFs**
→ search friction



Repetitive questions
→ admin overload



**International
students**
→ language
barriers





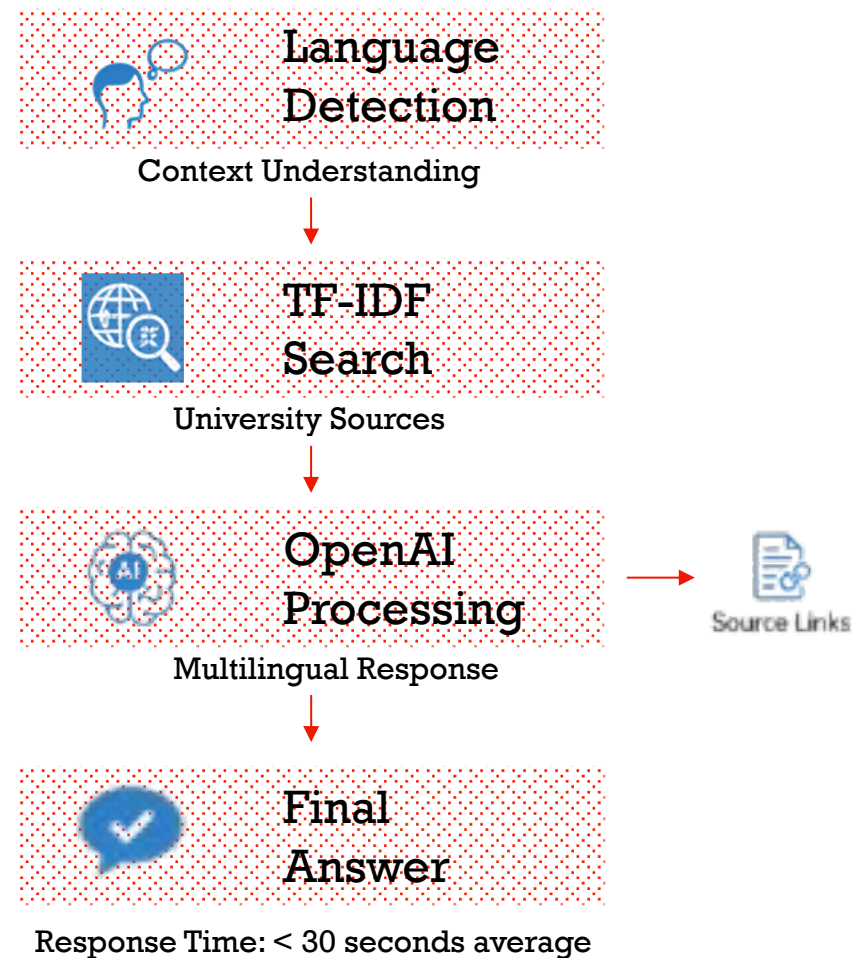
Development

Challenges

- **Challenge:** Multilingual accuracy →
Solution: Language detection + context-aware prompting
- **Challenge:** Source reliability →
Solution: TF-IDF indexing of verified university pages
- **Challenge:** Response speed →
Solution: Cached indexing system

The Technology Behind the Magic

Architecture



Solution

Live
Demo
Preview

URL

- User: <https://mohsin5221-thowl-assistant-appstreamlit-app-rmnbbe.streamlit.app>
- Admin Link: <https://mohsin5221-thowl-assistant-appstreamlit-app-rmnbbe.streamlit.app/?admin=maggi>



User



Admin

Supported
Question-
Any Language
(Currently)

- 🌐 **Network Access** (Most Common Issue)

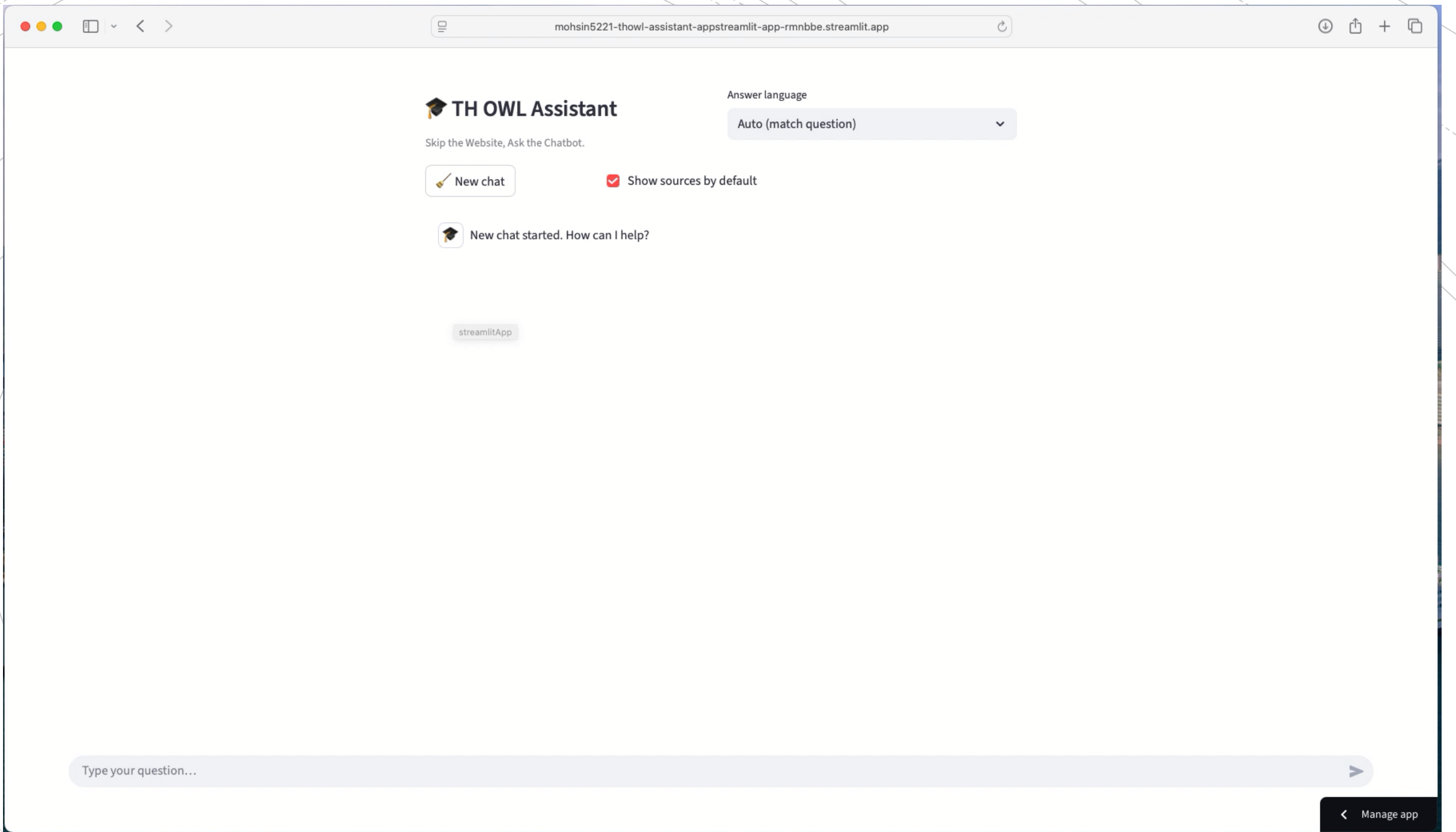
How do I connect to wifi on Windows / macOS / android / iphone?

Follow-Up: How do I install the educert?

- 🎓 **Campus Services** (Frequent Student Need)


How to get a campuscard?

Follow-Up: Where do I pickup my campuscard from?



TH OWL Assistant

Skip the Website, Ask the Chatbot.

 New chat

☒ Show sources by default



New chat started. How can I help?

streamlitApp

Type your question...



< Manage app

The background of the slide features a series of thin, curved, concentric lines in a light gray color, creating a sense of motion or a circular path. These lines are more prominent on the left side and fade towards the right.

Future Work

Coverage

- **Beyond scraping:** accept provided KBs (PDF/HTML uploads, sitemap/API feeds)
- **Smarter clarifications:** prompt OS(wifi), campus (CampusCard)
- **Proactive next steps:** after Wi-Fi, offer EduCert help; after CampusCard show validation locations
- **Light memory:** reuse OS/campus in session

A red speech bubble graphic with a white outline, pointing downwards. The word "Impact" is written in white text inside the bubble.

Impact

- For Students:

- ✓ Instant answers in native language
- ✓ 24/7 availability during crisis moments
- ✓ Consistent, accurate information
- ✓ Smooth integration with existing systems

- For Universities:

- ✓ Reduction in repetitive support tickets
- ✓ Improved international student retention
- ✓ Data insights on common pain points

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Vision

Universities
Wide
Transformation

- **Template for any university deployment
in < 1 week**

The Solution is Ready. Are You?

“Maya's Story Ends Here”

Maya doesn't need to struggle anymore.
Neither do 6,000+ other international students.

The technology exists. The solution works.

The only question left: When do we start?



Thank You / Vielen Dank !!!