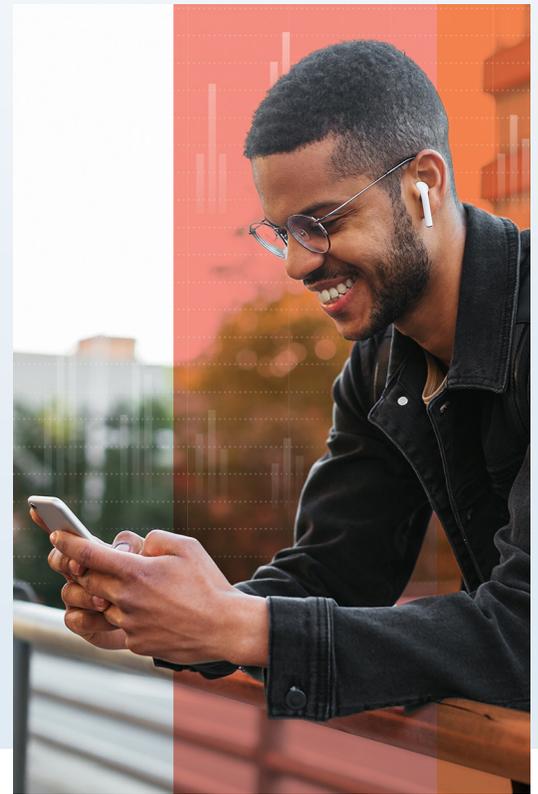# anthology
Digital Assistant

Support their success with 24/7 next-gen assistance

An intelligent chatbot designed to provide learners with answers and services — and to free up institution resources. Fully integrated with Anthology Reach and Anthology Student, expand your outreach and support student success with this AI-powered self-service tool.

Key Capabilities:

- 24/7 chat availability
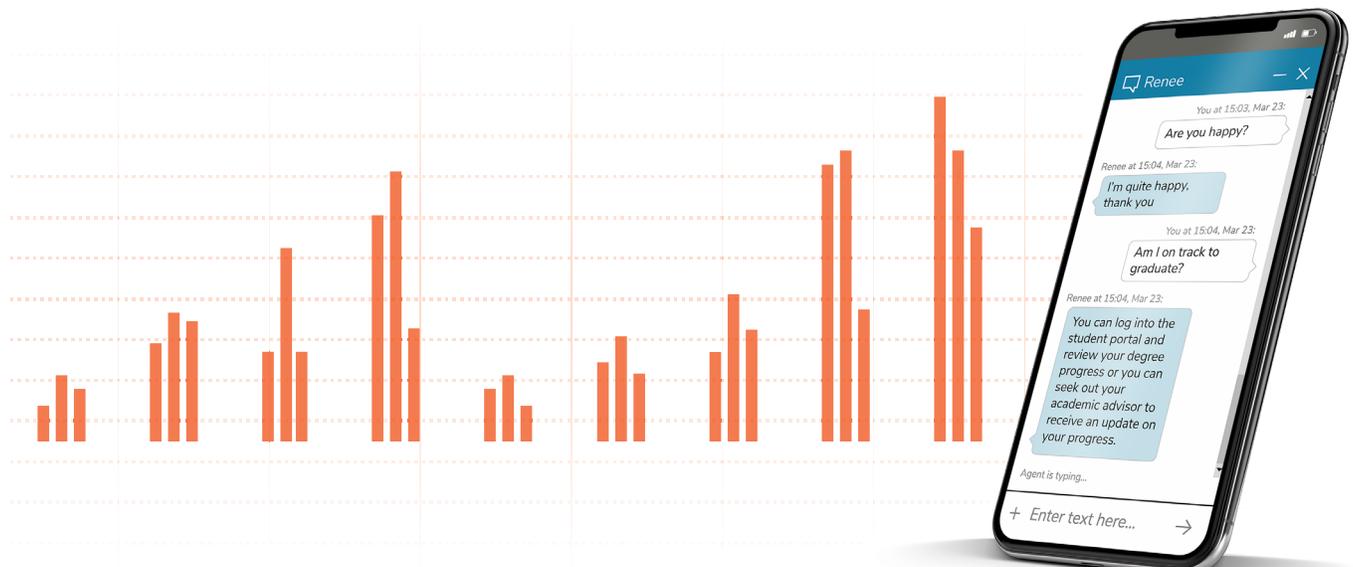- Automated responses to queries
- Live agent assistance
- Escalation/follow-up for chat interactions
- Customized questions & responses
- AI built on Microsoft BOT framework with Azure Cognitive services

Renee

You at 15:03, Mar 23:
Are you happy?

Renee at 15:04, Mar 23:
I'm quite happy, thank you

You at 15:04, Mar 23:
Am I on track to graduate?

Renee at 15:04, Mar 23:
You can log into the student portal and review your degree progress or you can seek out your academic advisor to receive an update on your progress.

Agent is typing...

+ Enter text here...

Automated effective assistance

Powerful AI provides support 24/7 to students looking for answers and institutional services. Anthology Digital Assistant handles time-consuming basic student assistance, so your team can focus on other critical or value-added activities.

Increase student satisfaction

An abundance of built-in responses and services ensures students can meet most of their needs via the chat agent.

Spot trends in your students' needs

Track interaction metrics and identify pain points to address common areas affecting your students' experience.

Anthology Digital Assistant in Action

"Our goal was to create an AI entity that could provide 24/7 support covering a wide range of topics from questions related to the admissions process, what is happening on campus, financial aid, and academic-related queries. But more than that, we believe Anthology Digital Assistant can help you understand your students on an emotional level."

Raymond Todd Blackwood
Vice President of Product Management
Anthology

■ Learn more about Anthology for Enrollment & Retention:
anthology.com/enrollment-and-retention

■ Get more info on Anthology Digital Assistant:
anthology.com/digital-assistant

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