

Total Experience

Higher Education AI Agents

THE CHALLENGE

Colleges and universities serve students, applicants, faculty, and staff across admissions, financial aid, registration, billing, housing, and IT, with each function running on a different system of record. Peak periods such as application deadlines, registration windows, and term-start overwhelm service desks, while students expect instant, self-service answers on the channel of their choice.

THE SOLUTION

Higher Education AI Agents are purpose-built solution accelerators designed to support the core student, applicant, faculty, and staff intents across the academic journey. Eleven agents are available individually or as a bundle. Every agent supports voice, SMS, and web chat, and every agent transfers to a live agent with full conversation context when a case needs a person.

STUDENT AND APPLICANT AGENTS

- ◆ **I Want to Apply (Admissions AI Agent):** Answers program, cost, requirement, and deadline questions, then handles application and document status checks, document uploads, and visit or interview scheduling.
- ◆ **I Need Help Paying (Financial Aid Agent):** Answers aid, FAFSA, grant, loan, and work-study questions, provides award and disbursement status, flags missing verification items, and guides award acceptance.
- ◆ **I Need to Register (Course Enrollment AI Agent):** Handles course search by term and modality, prerequisite, hold, and conflict checks, add, drop, and swap actions, and waitlist status and alerts.
- ◆ **I Need to Pay My Bill (Tuition Payment AI Agent):** Retrieves charges, credits, balances, and due dates, processes payments and refunds, and enrolls students in payment plans and autopay.

- ◆ **I Need a Place to Live (Housing AI Agent):** Covers assignment, roommate, and move-in details, housing options, rates, and deadlines, contract acceptance and deposits, and room change and maintenance requests.
- ◆ **I Need My Records (Transcript Request Agent):** Explains transcript types, fees, holds, and delivery options, verifies identity, and processes official orders through payment and delivery tracking.
- ◆ **I Need Tech Help (Student IT Agent):** Resolves password and MFA resets and account lockouts, provides outage status and guided troubleshooting, and creates and tracks tickets before escalating with context.

FACULTY AND STAFF AGENTS

- ◆ **Campus IT Service Desk Agent:** Provides a single omnichannel intake for all campus IT incidents and requests, with knowledge-based self-service, account recovery, outage detection and workarounds, and intelligent ticket categorization and routing.
- ◆ **IT Employee Self-Service Agent:** Verifies administrative and faculty identity, handles password and MFA resets and classroom service issues, and creates tickets with diagnostics and status.
- ◆ **HR Employee Self-Service Agent:** Answers benefits, payroll, leave, and policy questions, retrieves personalized payslip, leave balance, and enrollment details, and guides staff through the correct form or workflow.
- ◆ **Academic Affairs Scheduling Agent:** Handles room search by date, capacity, and features, conflict and approval checks, booking and rebooking, and AV and room setup requests.

Higher Education AI Agents

KEY BENEFITS

- ◆ **Improved Student Experience:** Instant, 24/7 self-service across admissions, aid, registration, billing, housing, transcripts, and IT reduces friction at the moments that matter most.
- ◆ **Operational Efficiency:** Automating high-volume, repetitive inquiries absorbs deadline and term-start peaks without adding service-desk headcount.
- ◆ **Answers on Any Channel:** Every agent supports voice, SMS, and web chat, so students and staff get the same answer wherever they start.
- ◆ **Escalation With Full Context:** When a case needs a person, the agent hands off to a live agent with the full conversation, so nobody has to repeat themselves.
- ◆ **Scalable and Flexible:** Built on leading contact center platforms, these accelerators integrate with student information, admissions CRM, financial aid, billing, housing, HR and payroll, identity, and ITSM systems, and scale as enrollment grows.

HOW WE DELIVER

Every agent follows the same deployment framework. Presidio runs a detailed design workshop, produces a design workbook covering the full technical design, provisions the AI agent platform, completes system acceptance testing ahead of user acceptance testing, and supports go-live. Each engagement includes post-production tuning.

Deliverables include a functional design document covering system architecture, student journey map, virtual agent blueprint, and the iteration and tuning framework, plus a project schedule with implementation milestones and the implemented system and workflows ready for operation.

Agents are priced individually and discounted as a bundle, so incremental cost falls as the portfolio grows. Most institutions start with their highest-volume intents and expand from there.

PROVEN RESULTS

Presidio helped Purdue University cut IT help desk wait times by pairing Google conversational AI with UiPath RPA for self-service Duo/MFA resets, delivering 24,000+ transactions, 7.24 FTE-equivalent savings, and \$1.5M+ in cost avoidance. Presidio has also deployed self-service agents for admissions, financial aid, housing, and registrar at one university, and HR/payroll self-service at another.

WHY PRESIDIO

Presidio's Total Experience (TX) practice is a mature organization with a 20-year track record of delivering innovative solutions across three key disciplines: Customer Experience, Collaboration & Immersive AV, and Workforce AI & Productivity. We empower organizations to achieve their digital transformation goals by leveraging our expertise and strategic partnerships to serve more than 6,000 clients and support millions of users, devices, and contact center agents.

EVERY MOMENT THAT MATTERS, ANSWERED

From "I want to apply" to "I need my records," and from a payroll question to a classroom booking, Higher Education AI Agents answer the highest-volume questions across the student, faculty, and staff journey. Eleven purpose-built agents cover admissions, financial aid, registration, billing, housing, transcripts, IT, HR, and room scheduling, integrating with the institution's existing systems and handing off to staff with full context when needed.

Talk to Presidio about which agents fit your highest-volume, highest-friction moments first.

Contact Presidio today:
www.presidio.com/contact-us