ACCESS | OPPORTUNITY | LEARNING | EMPOWERMENT

VACHAK AI
AI AGENTS FOR A BRIGHTER TOMORROW

AI-POWERED STUDENT SERVICES TRANSFORMATION

A Case Study of Pandit Sundarlal Sharma (Open) University, Bilaspur, Chhattisgarh

Multilingual Generative AI, Voice-Based Student Support and Intelligent Student-Service Resolution

EMPOWERING LEARNERS ACROSS CHHATTISGARH

From Questions to Possibilities

Students at the Centre | Technology for Good | Stronger Universities | A More Inclusive Chhattisgarh



A growing university community, supported by AI.

25,000+
Student interactions handled
(in initial two-month period)

70-75%
Resolved directly by AI
Instant, accurate and reliable support

25-30%
Intelligently escalated to the appropriate university function
Human-in-the-loop for complex cases

> When every student can ask, the university truly listens.
> And when the university listens, a brighter future becomes possible.



A Case Study of Pandit Sundarlal Sharma (Open) University
Bilaspur, Chhattisgarh

KNOWLEDGE | OPPORTUNITY | SOCIAL TRANSFORMATION

In collaboration with
Vachak AI

PEOPLE | AI | A MORE INCLUSIVE TOMORROW

From Complexity to Clarity

How an AI-powered platform is transforming student services for a more accessible and responsive university

From Questions to Possibilities

The Challenge

A Difficult Journey for a Simple Question

Students often face multiple touchpoints, unclear processes and long waiting times to get their queries resolved.



Student has a query
Admission, exam, result, fee, study centre, etc.

↓

Search university website
Multiple pages, notices and PDFs

↓

Contact help desk / study centre
May be redirected to another office

↓

Reach the right department
Through multiple follow-ups

↓

Wait for a response
Uncertain timelines

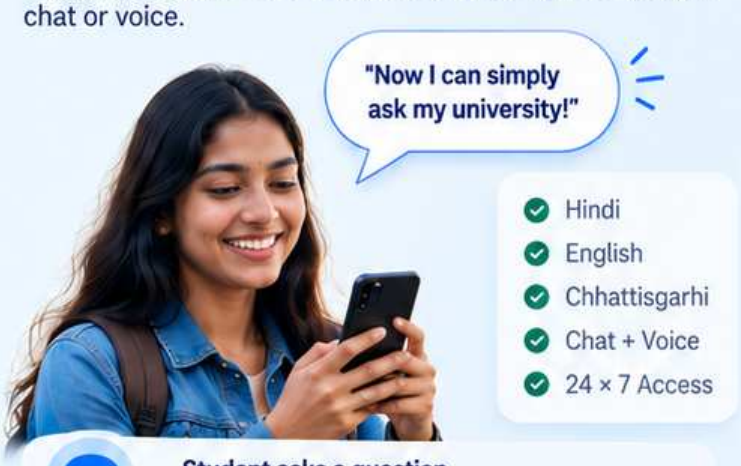
↓

Frustrating experience
Time-consuming and confusing

The Transformation

Ask the University – Anytime, Anywhere

With an AI-powered student service platform, students can get instant, accurate and multllingual support through chat or voice.



Student asks a question
Type or speak naturally in your language

↓

AI understands the query
Identifies intent and searches university knowledge

↓

Get instant, accurate answer
With source-backed information

↓

If required, intelligent escalation
Routed to the appropriate department

↓

Resolution
Your query gets resolved

One intelligent interface.
A simpler, faster and better student experience.

> "AI is not replacing people.
> It is helping the university serve students better."



A MORE INCLUSIVE TOMORROW THROUGH EDUCATION

Turning Student Conversations into Meaningful Impact

Real Students. Real Queries. Real Outcomes.

From Questions to Possibilities

THE IMPACT FUNNEL

From student queries to resolution

25,000+
Student interactions handled
Students reached out through chat and voice

70-75%
Resolved directly by AI
Instant, accurate and reliable responses

25-30%
Intelligently escalated
Routed to the appropriate department

Resolution
Student query resolved through AI or university team

A faster, smarter and more student-centric university support experience.

MULTILINGUAL & MULTI-CHANNEL ACCESS

Students can ask their questions, in their preferred language, anytime, anywhere.

- Hindi
- English
- Chhattisgarhi

Chat	Voice	Mobile	24 × 7
(Web & Mobile)	(Mobile & Landline)	(On the go)	Access

ONE UNIVERSITY. EVERY STUDENT. IN THEIR LANGUAGE.

"Now I can simply ask my university in my own language!"

– PSSOU Student

मोर प्रश के तुरंत जवाव मिल गे!"

TOP STUDENT QUERY CATEGORIES

Common areas where students seek support

Examination	18%
Admission & Eligibility	14%
Results	11%
Study Centres	9%
Assignments	7%
Fees & Payment	6%
Programmes & Syllabus	6%
Scholarships	5%
Digital Degree / DigiLocker	4%
Others (Grievance, etc.)	20%

* Based on analysis of student interactions during the initial two-month period.

STUDENT SERVICE INTELLIGENCE

Every question helps the university understand and improve.

Identify Student Trends
Understand what students are asking most

Detect Process Gaps
Find recurring areas of confusion

Enable Data-Driven Decisions
Support better planning and communication

Improve Student Experience
Create a more accessible, responsive and inclusive university

From Answers to Insights.
From Support to a Smarter University.



Empowering Learners Across Chhattisgarh

A Responsible Foundation for a Smarter Tomorrow

Human-Centric AI. Stronger Governance. Greater Impact.

From Questions to Possibilities

Responsible AI with Human Oversight

AI expands the university's capacity to serve students, while people remain at the centre of important decisions.

What AI Handles

- 24×7 availability
- Answers routine queries
- Uses institutional knowledge
- Provides source-backed information
- Understands multiple languages
- Identifies intent and context
- Routes complex cases
- Learns from student interactions

What University Teams Handle

- Complex and sensitive cases
- Verification and approvals
- Policy interpretation
- Academic and examination matters
- Grievances and compliance
- Final decision-making
- Student counselling
- Continuous improvement of processes

A balanced approach for better student service, stronger governance and greater trust.

The Roadmap: From Support to a Smarter University

Building on the success of student services, the platform can evolve into a comprehensive AI-enabled university ecosystem.

1. **AI Student Service (Live)** — Instant answers through chat and voice in multiple languages. — Foundation in Place
2. **Intelligent Grievance Management** — Structured identification, routing and tracking of student issues. — In Progress
3. **Department Intelligence** — Insights on recurring queries, process gaps and service demand. — Next Phase
4. **Proactive Student Engagement** — Personalised notifications, reminders and academic support. — Next Phase
5. **AI-Enabled University** — A data-driven, student-centric and future-ready university. — Long-Term Vision

From answering questions to shaping a better university experience for every learner.



"Every student question is an opportunity to listen, learn and build a better university."

More Accessible · More Responsive · More Student-Centric · More Data-Driven · Stronger Governance

Empowered Students.
Stronger Institutions.
A Brighter Chhattisgarh.

Conclusion

An AI-powered student service platform can transform the way universities engage with their students — making support simpler, faster, more inclusive and more intelligent. With responsible AI and human oversight, we can build a higher education system that truly listens, responds and evolves.

From today's questions to tomorrow's opportunities.

A more inclusive, accessible and empowered future for every learner.

KNOWLEDGE FOR A BRIGHTER CHHATTISGARH