



Automating Student Enquiries and FAQs: Reclaiming Time with Conversational AI

WITHOUT NIICO

19%

⚙ Elapsed time 8hrs



Student enrolment

190 / 1000



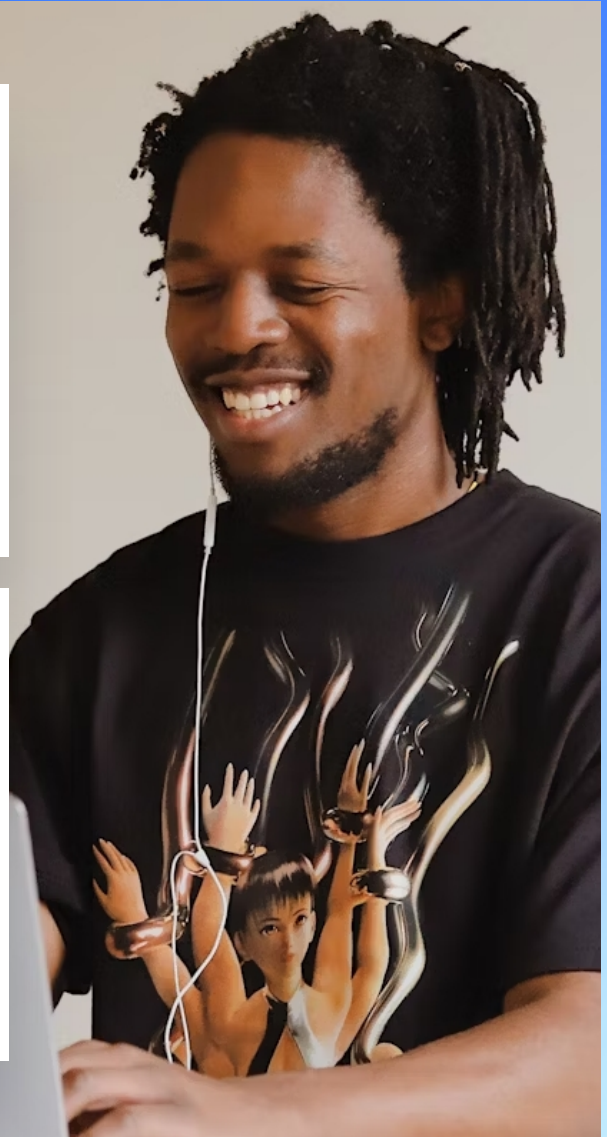
BOT RUNNING...

100%

⚙ Elapsed time 8hrs

Student enrolment

1000 / 1000



Student enquiry handling has long been a source of stress and inefficiency for higher education institutions. Whether it's a request for a council tax letter, a question about module choices, or a query about placement options, university teams are often swamped with hundreds of repetitive questions every day.

The problem? These enquiries typically land in email inboxes or clunky chatbot interfaces, leading to slow replies, duplicated work, and a frustrating experience for both students and staff.

That's where KIRA, Niico's intelligent conversational AI assistant, comes in. This eBook will walk you through how KIRA can transform the way universities manage student communications, freeing up staff time, speeding up response times, and creating better outcomes for everyone.



The student enquiry **overload** problem

Handling everyday student enquiries is one of the most time-consuming tasks for student services, admin teams and academic departments alike. Some of the most common types of enquiries include:

- ✓ Council tax letters
- ✓ Confirmation of study
- ✓ Placement or module options
- ✓ Timetables and academic calendars
- ✓ Attendance verification
- ✓ How-to questions about university systems or forms

These questions often come through in massive volumes, especially around peak times like enrolment, start of term, or exam season. The result?

- ✓ **Slow replies**
Many students wait days for answers to simple questions.
- ✓ **Frustrated staff**
Admin teams spend hours copying and pasting responses.
- ✓ **Poor student experience**
Repeated delays can lead to dissatisfaction, complaints, and even missed deadlines.
- ✓ **Lost time**
Staff focus on repetitive emails instead of complex, high-value student support.



Why email and chatbots are failing

In response to rising volumes, universities have leaned on email and traditional chatbots. But both come with limitations.

Email lacks structure. It's difficult to prioritise, search, and manage enquiries efficiently. Staff often find themselves stuck in long chains of back-and-forth messages just to answer a basic question. This adds to frustration and slows resolution times.

Basic chatbots aren't much better. They work well when students ask exactly the right question, but often fail when the language or intent doesn't match the script. They can't adapt to individual circumstances or complete actions beyond delivering generic responses. Ultimately, they fall short of what today's students expect.



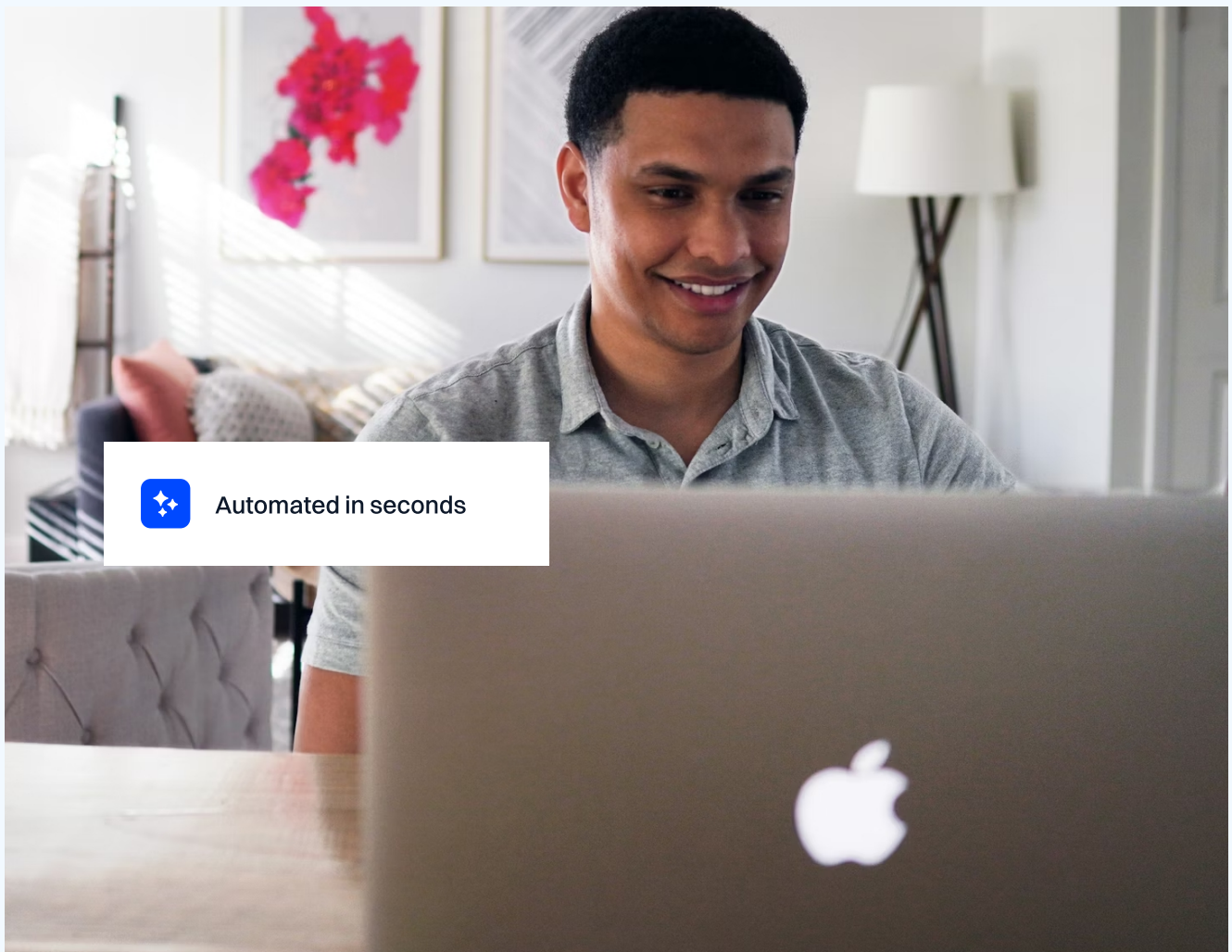
Enter KIRA: Conversational AI that gets things done

KIRA is designed to change the game. It's not a rigid chatbot, it's a smart, adaptable, conversational AI that acts on student requests. Instead of simply answering questions, KIRA completes tasks.

Imagine a student asking for a confirmation of study letter. KIRA understands the request, verifies eligibility, generates the letter, and sends it back, all within seconds. It understands natural language, handles complex interactions, and adapts to your institution's needs.

Task KIRA works around the clock, never tires, and integrates seamlessly with your existing **Automated Process** systems. From checking eligibility to booking appointments, it manages student interactions with speed and accuracy.

But KIRA is just one part of the Niico platform.



Niico offers a comprehensive suite of automation and AI tools built specifically for the higher education sector. These include:

✓ **Admissions Automation**

Manage ID verification, document handling, reference checking, and interview scheduling without adding to staff workload.

✓ **Exceptional Circumstances Management:**

Automatically review, validate, and triage student requests, freeing up wellbeing and academic support teams.

✓ **eVisa Share Code Processing**

Collect and verify share codes with full compliance, reducing delays in both admissions and HR onboarding.

✓ **Integrated Workflows**

Niico connects to your existing student information systems, CRMs, HR platforms, and intranet tools, enabling smooth data sharing and consistent records.

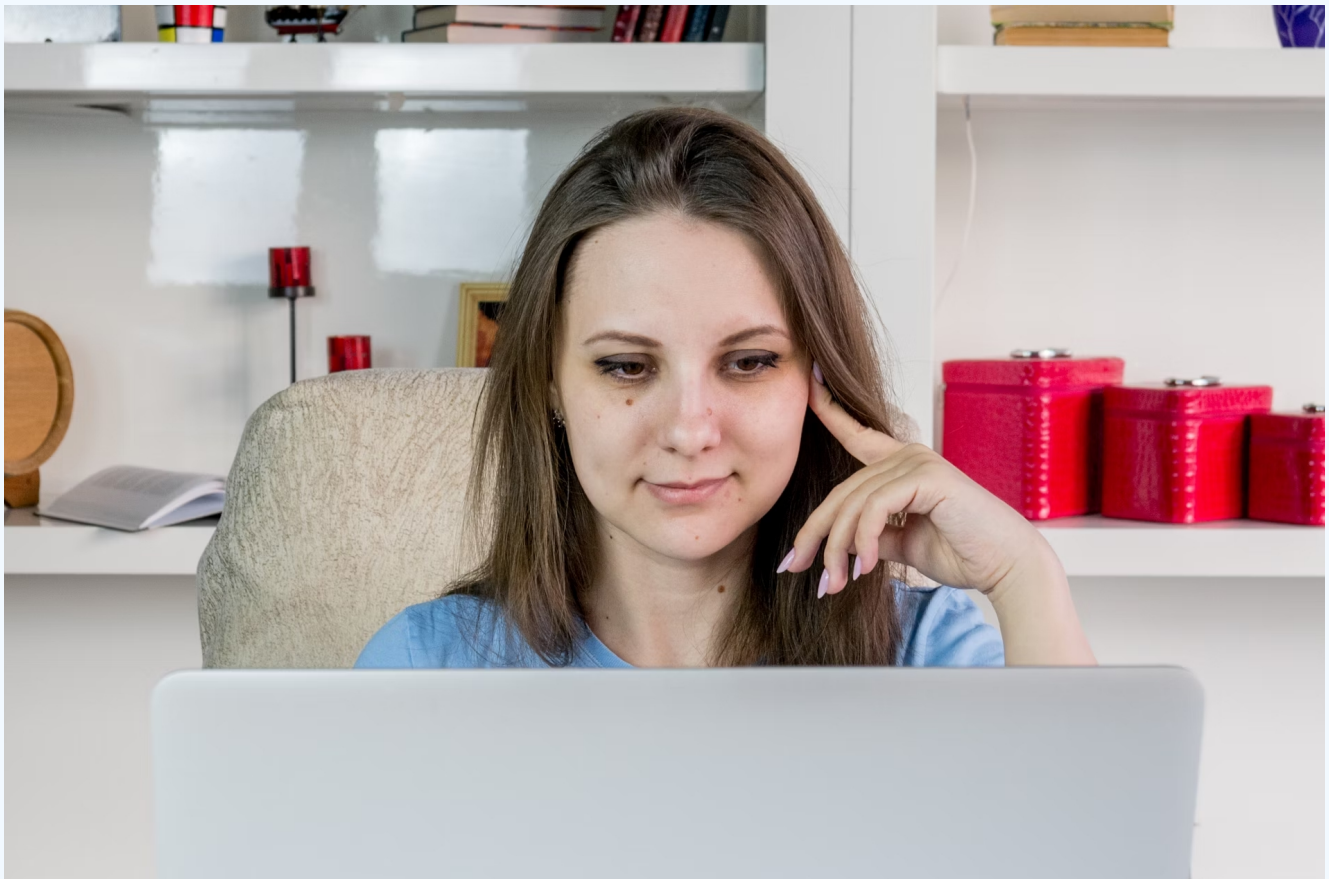
✓ **Sentiment-Aware Responses**

Understands tone and urgency to fast-track students who need immediate help, while handling routine queries with care.

✓ **Task Execution at Scale**

From generating letters to updating attendance records, Niico executes repeatable admin actions across multiple departments simultaneously.

What makes Niico unique is its ability to understand real university workflows, and build automation around them without forcing you to change your systems or retrain your team from scratch.



Real-world benefits for staff and students

The results speak for themselves. With KIRA managing routine enquiries:



Staff can finally step away from the copy-paste drudgery

They see a marked reduction in email volume, improved workflow efficiency, and lower stress levels. That reclaimed time can be redirected to high-value support, innovation, or simply maintaining better work-life balance.



For students, the transformation is just as significant

Responses are fast, often instant, and personalised. Their experience becomes smoother and more intuitive, reducing anxiety and improving satisfaction.

Better still, KIRA doesn't require new infrastructure. It plugs into your existing tech stack, automates the heavy lifting, and delivers results from day one.



How to roll it out at **your university**

Rolling out KIRA is straightforward, and the impact is felt quickly. Here's how to get started:



Step 1: Audit your enquiries

List your top 10 most common student questions and service requests. Focus on volume and repeatability.



Step 2: Map the actions

Determine which of these enquiries require follow-up actions (sending a letter, checking eligibility, updating records).



Step 3: Integrate KIRA

Work with Niico to set up KIRA and connect it to your student systems (SITS, CRM, etc.).



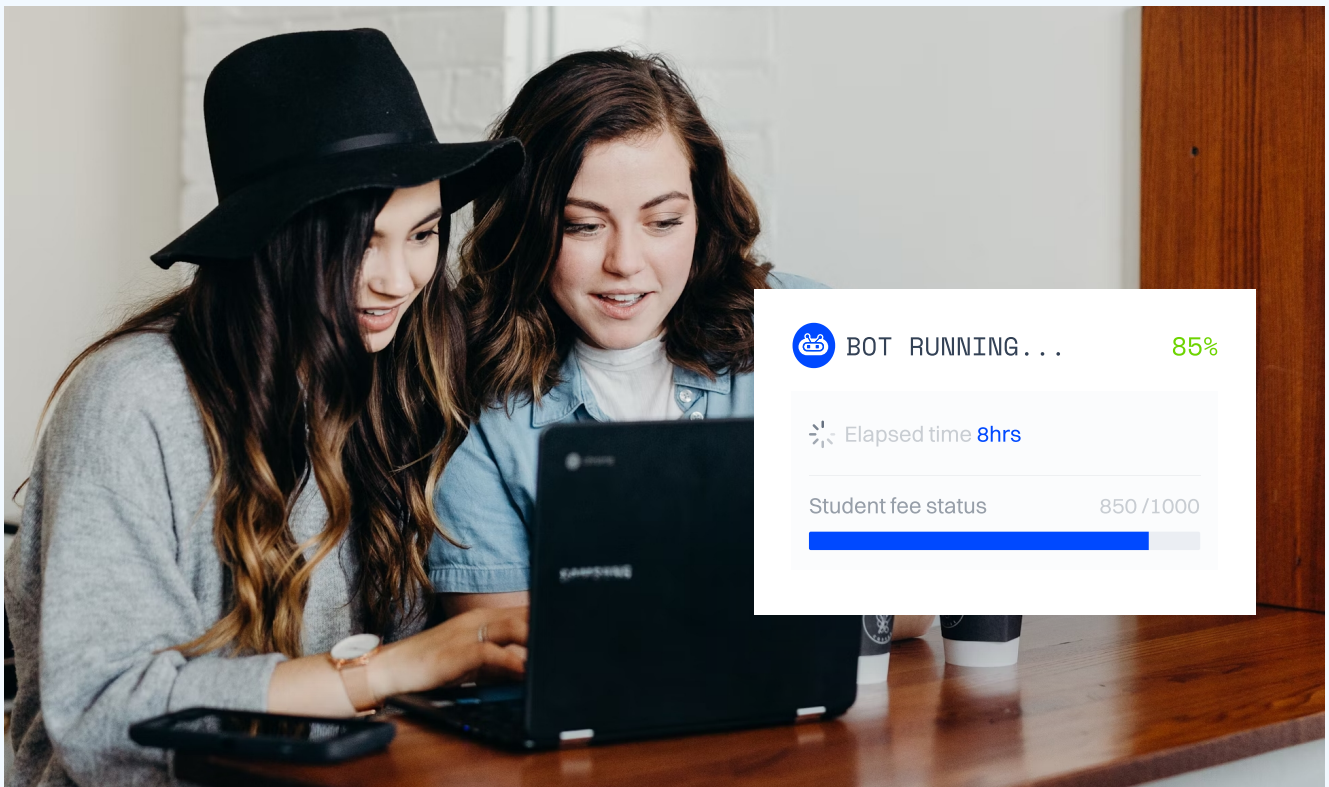
Step 4: Train your team

Show staff how KIRA works, what it automates, and where human oversight is still needed.



Step 5: Measure and improve

Track response times, enquiry volume, and staff capacity. Use these metrics to optimise and expand automation over time.



Streamline student communications with Niico

Universities today face a growing expectation for faster, smarter, and more personalised communication. At the same time, staff are under increasing pressure to manage this demand with fewer resources and rising workloads.

Niico empowers your institution to meet these expectations without compromise. By automating high-volume enquiries, simplifying complex admin processes, and enabling 24/7 intelligent support through KIRA, Niico helps you unlock the full potential of your teams and deliver exceptional service at scale.

From routine document requests to urgent student support, Niico ensures no conversation gets missed, no opportunity for improvement gets lost, and no staff time is wasted. It's a platform built for the realities of modern higher education, and trusted by institutions across the UK to deliver results.

Book a discovery call today to see how Niico can streamline your operations, transform your student experience, and return hours back to your teams.

Niico | The UK's leading AI & Automation platform for Higher Education



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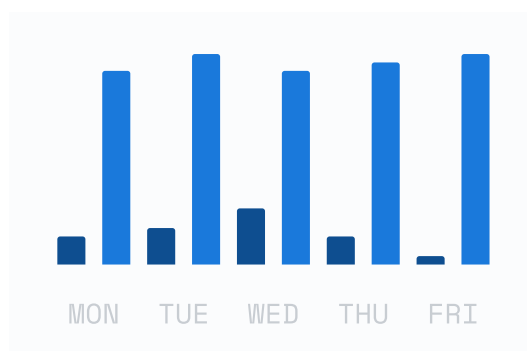
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ONBOARDING



Without Niico



With Niico