



A brand of Predusk Technology Pvt. Ltd.

Case Study

ProcessVenue Transforming Knowledge Access & Support with WorkplaceSLM for an Educational Institute

www.processvenue.com



Client Overview

Our client is a leading educational institute with multiple campuses, faculty, staff, and thousands of students.

Information such as policies, academic guidelines, HR documents, IT help content, and FAQs were scattered across shared drives, emails, and portals.

Support teams were overloaded with repetitive queries from students and staff about admissions, fees, course rules, leave policies, and systems access.

The institute partnered with ProcessVenue to deploy WorkplaceSLM, an AI-powered knowledge assistant, to centralize information and provide instant, accurate answers.



Objective

To convert the institute's internal documents and knowledge into a secure AI assistant that could:

- Provide quick, reliable answers to students, faculty, and staff using natural language queries.
- Reduce repetitive tickets to admin, academic, and IT support teams.
- Ensure everyone refers to the same, up-to-date policies and guidelines.
- Improve visibility into common queries to refine communication and knowledge gaps.



Solution

Unified Knowledge Hub: Uploaded policies, academic handbooks, HR guidelines, IT help docs, and FAQs into WorkplaceSLM for centralized access.

AI Knowledge Assistant: Enabled staff and students to “Just Ask” WorkplaceSLM for answers on courses, fees, deadlines, policies, and internal processes.

Secure Spaces & Permissions: Created department-wise spaces (Academics, HR, IT, Admin) with role-based access and auditability.

Insights & Optimization: Used query analytics to understand common questions and update documents and communications accordingly.



Value and Impact

Our services delivered the following benefits to our client:



40% Fewer Repetitive Queries to admin and IT helpdesks as users shifted to self-service through WorkplaceSLM.



Faster Responses: Staff and students could find accurate answers in seconds instead of waiting for email replies or office hours.



Consistent Information: Everyone referred to the same source of truth for policies, reducing confusion and miscommunication.

50%

Improvement in average response
time for common queries

30%

increase in self-service
usage across departments

High user satisfaction

from faculty, staff, and
students using the AI assistant

WorkplaceSLM helped the institute transform static documents into an active knowledge assistant, improving support efficiency and enhancing the overall campus experience.

About ProcessVenue

At ProcessVenue, we believe outsourcing is more than just delegation—it is a powerful strategic alliance. It's about building partnerships that are deeply integrated with cutting-edge automation and AI. This synergy unlocks new levels of growth, efficiency, and innovation.

With over 15 years of experience, we have helped startups, enterprises, and global brands streamline operations, reduce costs, and enhance productivity through a process-driven approach.

Our AI-powered business process outsourcing solutions, combined with human expertise, ensure seamless execution, data security, and 24/7 global support—empowering your business to focus on what matters most.

Why ProcessVenue



15+
Years of Industry
Experience




20+
Countries
Served



10k+
Successful
Projects



24/7
Global
Support



**AI + Human
Expertise**



**Regulatory
Compliance**
(GDPR, ISO, SOC2 & HIPAA)



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