Path + Ivy.ai

Make it easier for students to get the info and answers they need with an AI-powered chatbot integrated directly into the portal

The Right Answers... At the Right Time

Making sure students, faculty, staff and any other users of your portal have the information they need, when they need it, without spending hours hunting is the foundation of a successful experience. That means surfacing highly targeted information ... but also giving users a way to search for the answers they need and access support anytime if they need additional help.

Meet Path + Ivy.ai!

Better Together

Ivy.ai offers artificially intelligent chatbots that leverage natural language processing, making it easy for users to access the information they need in a way that comes naturally to them.

Ivy.ai chatbots are custom-built to deliver institution-specific answers, enabling institutions to deliver seamless, personalized, 24/7 custom support across the enterprise.

These intelligent chatbots can be integrated directly into the Path portal, allowing institutions to easily answer user questions as they occur. This AI-based approach to chat ensures that support is available anytime, even outside of traditional office hours.

Used together, Path + Ivy.ai make information more accessible and improve the overall user experience and success.

Ivy.ai also measures end user data from chats, such as topic frequency, providing a real time feedback loop that helps inform proactive communications and help you build a stronger portal.

Path

Path is the most innovative student portal for higher ed. We're not just obsessed with making great technology, we're completely obsessed with student experience. Delivering cloud-based, integration friendly technology designed to drive student engagement, Path pushes personalized information, content and resources to the right people on any device. With a team of former university executives and technologists, we know what we're doing — and our recent incredible 84 net promoter score from customers proves it.

Ivy.ai

Ivy.ai is more than a chatbot; it's an AI-powered platform that scales communications. The leading provider of conversational, artificially intelligent chatbots for higher education, Ivy.ai's rich feature set expands access to information, reduces staff workload, and increases operational efficiency by providing 24/7, omni-channel support. Ivy.ai deploys state of the art chatbots that leverage natural language processing (NLP) to go far beyond basic support, delivering a personalized, conversational experience for each user. Ivy.ai also enhances human intervention with AI-powered tools such as Live Chat, SMS Text, Analytics, and more.

Path + Ivy.ai

Real insights into real needs

AI data uncovers a wealth of actionable insights from your end users. With Ivy.ai chatbots, institutions have discovered that:

- Students user their own phrases, such as "down payment" vs "deposit," allowing institutions to update content to reflect their end users' preferred terminology
- Users sometimes seek information about specific topics on pages missing that information, enabling institutions to reorganize content and improve user experiences
- Students tend to ask about various topics at certain times of the year, providing a real-time feedback loop for planning proactive communications to help reduce inbound questions

Used together, Path+Ivy.ai allows institutions to take advantage of this feedback loop, enhancing their ability to put much-needed information in one easy-to-access place. Administrators can leverage AI data to better understand end user needs and preferences, and deliver unparalleled proactive support in Path. With Path+Ivy.ai, know what they're seeking before they have to ask.

How it Works

Putting Ivy.ai chatbots onto your portal pages is as simple as 1, 2, 3.

1. Partner with Ivy.ai and create your chatbots
2. Choose which portal pages you'd like the chatbot to appear on
3. Provide Path with a tiny snippet of code provided by Ivy.ai

Path takes it from there! No worrying about integrations or proper setup, Path takes care of the backend work and your chatbot appears everywhere you want it to!