

AI Chat & Voice Bot for IT Help Desk Grant Application

In-kind grant of software and services award up to \$50,000

Submit Completed Application and Letter of Intent by November 22, 2019

CAMPUS CONSORTIUM GRANT PROGRAM OVERVIEW

Campus Consortium offers Grant Programs for a variety of solutions, products, and services. These in-kind grants of software and services are underwritten by Campus Consortium technology vendors and are designed to give Institutions with smaller IT budget a chance to implement new technology services that meet their needs while reducing time and costs associated with implementing new technologies.

Campus Consortium help Institutions reduce costs while implementing the vendors' technologies on campus. Interviews and technical assessment are required of all selected applicants.

AI CHAT & VOICE BOT FOR IT HELP DESK GRANT OVERVIEW

The in-kind grant of software and services is underwritten by Campus Consortium technology vendor, [BlackBeltHelp](#), and is designed to provide an institution with an AI Chat & Voice Bot for IT Help Desk service.

The AI Chat & Voice Bot for IT Help Desk Grant provides selected institutions an in-kind grant of software and services award up to \$50,000 over a period of five years. The grant is intended at covering cost towards licensing, hosting, support and professional services costs associated with the implementation of the AI Chat & Voice Bot for IT Help Desk service.

**A limited number of in-kind grants of software and services to be awarded.*

AI CHAT & VOICE BOT FOR IT HELP DESK GRANT BENEFITS

Starting from information on Learning Management System to any issue related to computers, desktops, smart phones, network connectivity, printers or scanners, the exclusive help desk support can address password reset requests and queries within seconds resulting in higher levels of engagement and student satisfaction rates.

The help desk support aims to utilize AI's superhuman abilities to increase precision while reducing the help desk costs and response time to end users' queries. This solution will offer:

- 10x faster resolution of students' inquiries related to IT
- Automated replies to frequently asked questions
- Ability to handle multiple end users at the same time
- Round-the-clock end-user support

- Super low cost of implementation and maintenance

WHO CAN APPLY & WHAT IS THE QUALIFICATION CRITERIA?

- Accredited Higher Education institutions and K-12 schools are eligible to apply.
- Institutions are eligible to apply for multiple grants. Separate applications are required for each grant pursued.
- Applicants are required to demonstrate institutional purpose in the form of a “letter of intent” signed by Dean/President or member of campus leadership team. The letter should indicate the challenges the solution aims to solve and why the grant would be helpful to the institution.

**Previous awardees are eligible to apply.*

GRANT APPLICATION DATES AND DEADLINES

1. Grant Application Due Date: November 22, 2019, 5:00 PM CT
2. Applications reviewed by Grant Consideration Committee: November 22 - November 29, 2019
3. Applicant Interview Assessment with Grant Application Review Committee Member by: December 9, 2019
4. Scope and Project review by Grant Consideration Committee: December 9 – December 16, 2019
5. Applicant Technical Assessment Session with Technology Vendor by: December 23, 2019
6. Award Announcement to selected Grant Recipients by: December 30, 2019
7. Award Package Issued to selected Grant Recipients by: December 30, 2019
8. Award Package walk-through and Grant recipient sign-off by: January 6, 2020
9. Project Kick-Off by: January 20, 2020

**Dates and deadlines are subjected to change based on the number of applications received.*

HOW TO APPLY

- Register for grant and download application.
- Print and complete the grant application.
- Submit completed grant application and letter of intent to grantapplication@campusconsortium.org.

Campus Consortium
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APPLICANT INFORMATION

Name of Institution		Institution's Address	
Applicant Name and Title		Applicant Email and Phone	
President /Chancellor Name		President /Chancellor Email	
CIO/VP of IT Name		CIO/VP of IT Email	

ENROLLMENT INFORMATION

Total Enrollment		Full Time Enrollment		Part Time Enrollment	
Total # On-Campus Students		Total # of Distance Learning Students		Total # International Student Enrollment	
# Faculty		# Adjunct Faculty		# of Academic Depts.	

PLEASE MARK "X" NEXT TO ALL THAT APPLY

Public		Private	
Four-year		Two-year	
Undergraduate		Graduate	

TECHNOLOGY RESOURCES (PLEASE INDICATE ALL MAJOR SOFTWARE BEING UTILIZED ON CAMPUS)

APPLICATIONS	VENDOR & VERSION	ANNUAL COST TO INSTITUTION	TARGET DATE TO UPGRADE OR REPLACE
Student Information System / Enterprise Resource Planning			
Phone System/VoIP			
Chat Software (if any)			
Ticketing System / ITSM Tool (if any)			

PLEASE ANSWER THE FOLLOWING QUESTIONS

How did you hear about this grant?

How do you manage the Help Desk currently and what are your top call drivers?

What issue types do you expect the AI to handle?

Are the issue types significantly repetitive? If yes, can you categorize the requests like "Self-Service" vs "Need-Agent"?

Please share the number of interactions (phone, chat, email) that your current Help Desk team is handling annually.

On an average how many concurrent interactions (phone, chat, email) do you get during peak period? If this something you do not track, please provide a guesstimate number.

Where will the AI live (Portal, Website, Mobile App, Kiosk using smart devices such as Google Home/Mini or Amazon Alexa/Echo Dot)?

What information sources will the AI use?

Do you want a ticket to be created in your ticketing system / ITSM tool?

Why do you feel your institution should be selected for this Grant?

If selected, what are your timeline for implementing this project?

IF AWARDED GRANT FUNDING:

Do we have your permission to email the Grant Award Letter to the president or chancellor listed above? If not, please indicate to whom this award should be acknowledged to.

Media/Communications Contact for News Release

Name		Email	
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SIGNATURES

I authorize the verification of the information provided on this form.

Signature of applicant		Date	
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Note: Submit Completed Application and Letter of Intent by November 22, 2019 to: grantapplication@campusconsortium.org