

CUSTOMER STORY



About the Client

Flame University is a leading academic institution committed to delivering high-quality education and seamless administrative services. The university serves thousands of students and faculty members across various programs and departments.

A word from the CTO

"Value Assistant is well architected to simplify business workflows with AI, enable intelligent interactions, and surface useful insights, making everyday tasks faster, easier, and more productive.

It works seamlessly within Salesforce, making automation and information access simple and reliable without the complicated setup we've seen with other solutions.

Since adopting Value Assistant, we've been able to reduce manual work significantly, speed up case handling, and make it much easier for students, faculty, and service teams to get things done.

The team at ValueNexus is extremely knowledgeable and supportive, providing us with timely guidance and excellent service throughout our implementation."

- Mukesh Joshi, Director Information Systems, CTO - Integrator

Quick Numbers

5k+

Learners & faculty onboarded

30%

Higher engagement

40%

Time saved in support tickets/reservations

Key Challenges

Students, faculty, and staff often struggled with fragmented systems, slow processes, and scattered information — turning simple academic and support needs into time-consuming challenges.

 Disjointed Workflows	Key functions like support, academics, facility booking, and info search were scattered across different pages, leading to a fragmented and inefficient user experience.
 Slow Support Process	Case creation and resolution relied heavily on lot of manual steps, leading to delays and lack of real-time visibility for faster resolution.
 Manual Admissions Process	Evaluating large volumes of student applications manually resulted in long turnaround times and increased risk of errors.
 Cumbersome Digital Experience	Slow and inconsistent performance across web and mobile portals made it difficult for students, faculty, and service teams to access information and complete tasks efficiently.

 Manual Feedback Analysis	Analyzing thousands of course and faculty feedback records over multiple academic years was not possible and lacked actionable insights, limiting the ability to improve teaching effectiveness.
 Scattered Knowledge & Resources	Key documents, handbooks, and knowledge files were lengthy and spread across multiple locations, making it difficult for students, faculty, and staff to quickly find accurate information when needed.

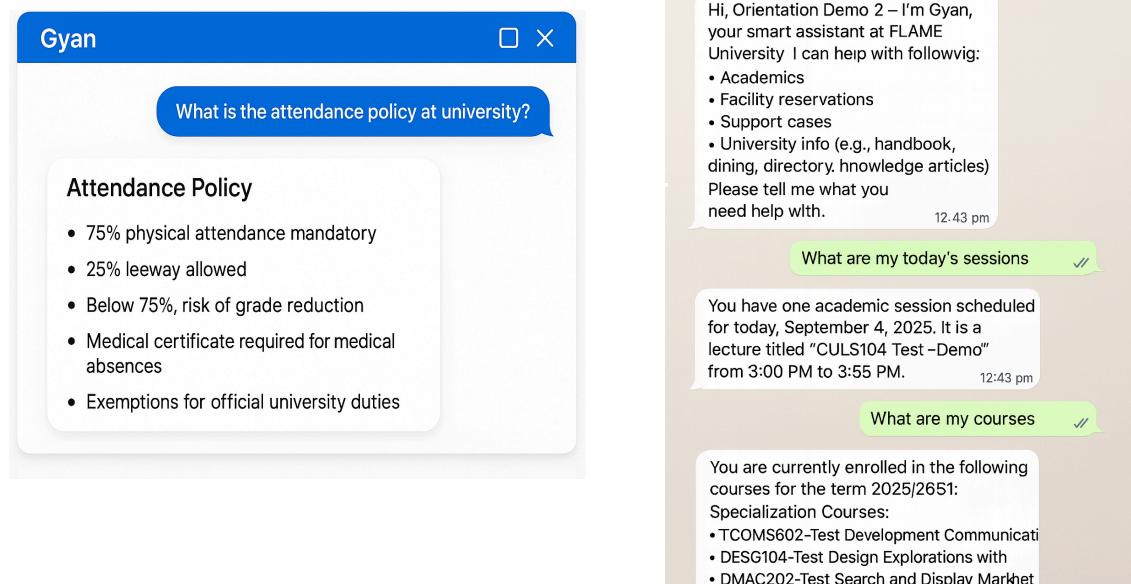
Our Solution – Value Assistant Implementation

Unified Conversational Experience

- A single AI-powered chat assistant available on the web portal, mobile app, and WhatsApp.
- Students and faculties can now handle:
 - Support cases
 - Academic information
 - Facility booking
 - University information search (handbooks, policies, knowledge articles, website)

All through intuitive conversational interactions.

Context aware AI chat



The screenshot shows a mobile-style AI chat interface. At the top, a blue header bar says "Gyan" with a close button. Below it is a message input field with the placeholder "What is the attendance policy at university?". A large white box contains the response: "Attendance Policy" followed by a bulleted list of rules. The list includes: 75% physical attendance mandatory, 25% leeway allowed, Below 75%, risk of grade reduction, Medical certificate required for medical absences, and Exemptions for official university duties. To the right, a vertical sidebar shows a conversation with the AI. The AI greets with "Hi, Orientation Demo 2 – I'm Gyan, your smart assistant at FLAME University. I can help with following:" followed by a bulleted list of services: Academics, Facility reservations, Support cases, University info (e.g., handbook, dining, directory, knowledge articles). It then asks "Please tell me what you need help with." Below this, a message "What are my today's sessions" is shown with a response about a single academic session. Another message "What are my courses" is shown with a response about current enrollment in three courses: TCOMS602, DESG104, and DMAC202. The timestamp "12:43 pm" is visible throughout the sidebar.

AI-Powered Admissions



Automated Evaluation

Automated evaluation of student applications to reduce manual reviews.



AI Analysis

AI analysis of essays and Statements of Purpose (SOPs) to assess quality and relevance.



Data Extraction

Extracted and validated data from application documents, helping admissions teams process applications faster and more accurately.



AI Assistant for Applicants

AI Assistant for Applicants on the application portal: answered queries from the knowledge base/website and created support tickets when needed.

Smarter Portals with AI

- AI components embedded across student and faculty portals streamline workflows, enabling smoother navigation and faster task completion.
- Improved interaction flow provides users with instant answers and guided actions, reducing effort and saving time.

Service & Support > Raise a Ticket

Need Help?

Description

I'm not able to find a book in library

Auto-Create Form

Assistant Type

Academic Services

Category

Others

Subcategory

General Query

Subject

Not able to find a book in library

Submit

Value Assistant provides the relevant **Top FAQs** and knowledge resources based on issue description



Library Manual
Library Process Manual
2024–2025

Resources
Click the link to access Student Handbook for the year 2024–25

Handbook
8 UG Handbook - Class of 2023

Annexure
9 UG Handbook Annexures - Class of 2023

Course Feedback, Simplified with AI

- Automated processing of thousands of feedback records.
- Summarized insights help faculty analyze performance trends over multiple academic years.
- Provides actionable suggestions to improve teaching methods.

GYAN COURSE FEEDBACK

Update Filters
Download Transcript

AI FEEDBACK SUMMARY

COURSE FEEDBACK SUMMARY FOR FACULTY: IST DEMO FACULTY

COURSE OFFERING: FINC221-UGSEM4B-2024/25S2 - FINANCIAL MANAGEMENT FOR COMMUNICATIONS

END TERM EVALUATION

EXECUTIVE SUMMARY

The overall course average rating stands at 5.6 out of 10 based on responses from 2 students. The instructor received perfect scores (10/10) for teaching excellence and course rating from one respondent, but some lower scores on workload and difficulty brought down the averages. The response count is limited, so findings should be interpreted with caution but provide useful directional insights.

STRENGTHS

- Instructor excellence was highly rated, achieving a perfect score for teaching quality.
- Positive feedback indicated that problem-solving was actively addressed in class, contributing to applied learning.
- Course material was seen as sufficiently important and significant by students, with moderate positive ratings.
- Efforts to help students view subject matter from diverse perspectives were noted, although with some variability.

AREAS FOR IMPROVEMENT

- Students found the workload and difficulty level unbalanced, with ratings as low as 1 or 2 on these aspects, indicating perceived high challenge or workload relative to other courses.
- Academic effort and motivation to exceed average effort were moderate, signaling potential for enhanced engagement strategies.
- Some ratings suggest a need for clearer explanation or better pacing to reduce difficulty and workload perception.

SCORE ANALYSIS & TRENDS

Gyan Course Feedback Assistant

Welcome to FLAME Gyan Course Feedback Assistant

What can I do to improve teaching

SUGGESTIONS TO IMPROVE TEACHING EFFECTIVENESS

Based on the student feedback and analysis for your courses, here are focused recommendations to enhance your teaching:

1. Adjust Workload and Pacing

- Students rated coursework amount and difficulty quite low, indicating they may feel overwhelmed. Consider balancing the volume of assignments and pacing content delivery to reduce perceived overload.
 - Break complex topics into smaller, manageable segments and provide interim summaries or checkpoints.

Enter your query...

Seamless Support with AI



Streamlined case creation through AI chat



Automated responses for common inquiries



Reduced resolution time through intelligent routing

Results & Impact

- **5,000+ active users** engaging with Value Assistant in production.
- **30–50% reduction** in manual workload for students, faculty, and service teams.
- **Faster support** and improved response times across departments.
- **Streamlined admissions** through AI-powered application evaluation, essay/SOP analysis, and applicant assistance.
- **Automated feedback analysis** delivering real-time academic insights for faculty.
- **Higher digital adoption & user satisfaction**, driven by an intuitive AI experience.

"Value Assistant simplifies complex processes — from Admissions to SLCM — while giving students, faculty, and staff a faster, more intuitive way to engage with the university. It transforms the way you work."

Conclusion

By embedding AI directly into Salesforce, Flame University transformed complex academic, admissions, and service workflows into simple, automated experiences. Value Assistant has improved efficiency, accelerated processes, and empowered students, faculty, and staff with a seamless, modern digital experience.

Get Started Today

See how Flame University uses Value Assistant to achieve these results.
Request your demo today.

[See it live](#)