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Solutions, Simplified.

Industry:

EdTech

Offering:

Generative AI

AWS Services Used:

≫ Amazon Bedrock
≫ Amazon RDS
≫ Amazon EC2

Rapyder's Chatbot Resolves 95% of Queries with Ease and Precision

Introduction:

Customer is a forward-thinking EdTech company offering next-gen live learning programs designed to unlock children's full potential. Founded by alumni from top institutions like IIT, Harvard, NYU, and IIM, along with Ph.D. holders and ISRO scientists, Customer delivers personalized 1:1 live class in coding, financial literacy, robotics, and communication skills.

Using their proprietary teaching platforms alongside tools from Google, MIT, and Autodesk, they ensure a high-quality learning experience. Customer has quickly become a leader in EdTech, pioneering life skills education and delivering outstanding results worldwide.

Business Need:

The customer needed a student support chatbot that could handle a wide range of free-form conversations on both mobile apps and their platform. The chatbot should accurately understand student requests—such as rescheduling, cancelling, pausing, or adding classes—and connect seamlessly with their APIs to carry out these actions. This solution would utilize an Agentic Retrieval-Augmented Generation (RAG) framework to automate these processes without needing human intervention or creating support tickets, greatly simplifying the support experience for students.
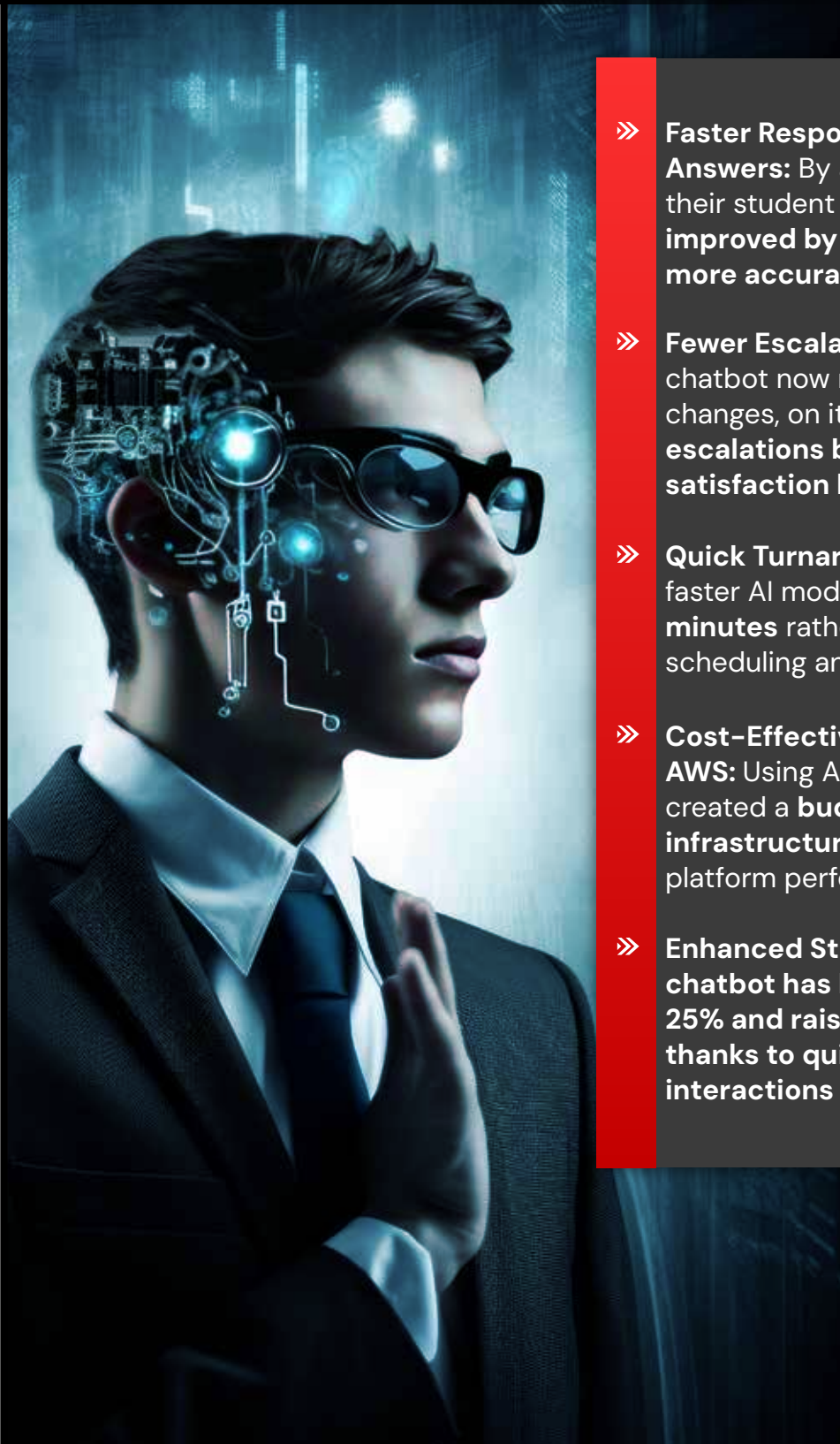
Implementation:

Amazon Bedrock was used to:

» Connect to AI models, LLMs, **to generate text.**

» **Integrate with other services**, like customer APIs, to perform actions.

» **Store chat conversations** in a database, Amazon RDS.

Reaping Rewards:

» **Faster Responses and More Accurate Answers:** By adding an advanced AI model to their student support chatbot, **response times improved by 30%,** and answers became **25% more accurate.**

» **Fewer Escalations and Happier Students:** The chatbot now resolves many issues, like class changes, on its own. This has **reduced support escalations by 40%** and **improved student satisfaction by 20%.**

» **Quick Turnaround on Student Queries:** With a faster AI model, **students now get answers in minutes** rather than waiting a day, making scheduling and class requests much smoother.

» **Cost-Effective and Scalable Solution with AWS:** Using Amazon's cloud services, we've created a **budget-friendly setup** that keeps **infrastructure costs down** while ensuring the platform performs reliably and scales with ease.

» **Enhanced Student Experience:** The improved chatbot has boosted overall engagement by 25% and raised user satisfaction by 20%, thanks to quicker responses and smoother interactions for class changes.

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