

REIMAGINING  
THE ROLE OF  
**TECHNOLOGY IN  
EDUCATION  
WITH SYMPHONY  
SUMMITAI**



# EDUCATION SECTOR OVERVIEW

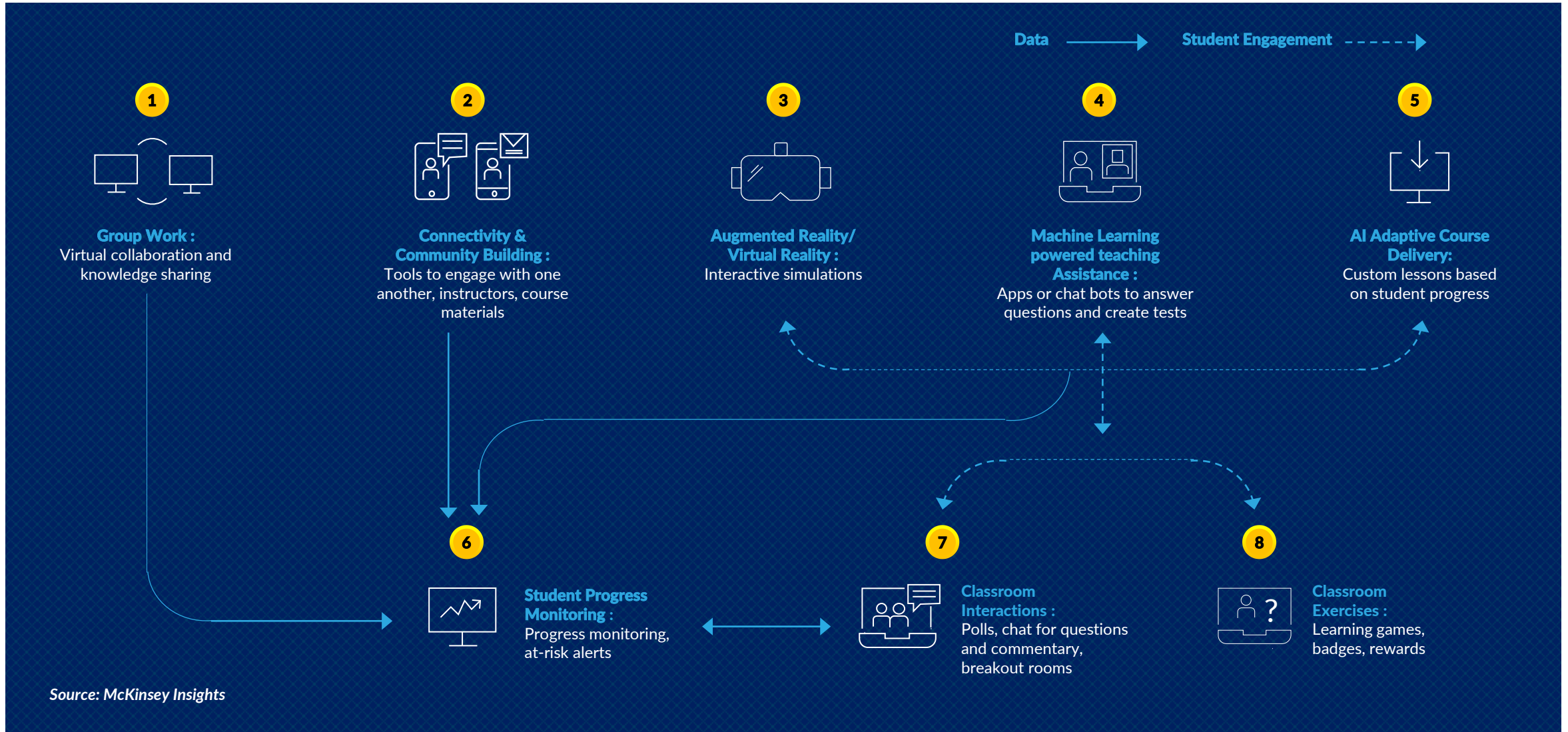
**Education systems have faced much disruption over the past couple of years.**

**Technologies changed learning, teaching, and assessment**

**Technological innovation is fundamentally transforming education, and updating the skills required for modern work.**



# EIGHT LEARNING TECHNOLOGIES THAT ARE DRIVING INNOVATION & ENABLING CHANGE



# EIGHT LEARNING TECHNOLOGIES



1

## Group work

These tools let students collaborate in and out of class via breakout/study rooms, group preparation for exams and quizzes, and streamlined file sharing.



2

## Connectivity & community building

A broad range of informal, opt-in tools allow students to engage with one another and instructors and participate in the learning community. They also include apps that give students 24/7 asynchronous access to lectures, expanded course materials, and notes with enhanced search and retrieval functionality.



3

## Augmented reality/virtual reality (AR/VR)

Interactive simulations immerse learners in course content, such as advanced lab simulations for the hard sciences, medical simulations for nursing, and virtual exhibit tours for the liberal arts. AR can be offered with proprietary software on most mobile or laptop devices. VR requires special headsets, proprietary software, and adequate classroom space for simultaneous use.



4

## Machine-learning-powered teaching assistants

Also known as chatbot programs, machine-learning-powered teaching assistants answer student questions and explain course content outside of class. These can auto-create, deliver, and grade assignments and exams, saving instructors' time. They are downloadable from mobile app stores and can be accessed on personal devices.

# EIGHT LEARNING TECHNOLOGIES



5

## AI-adaptive course delivery

Cloud-based, AI-powered software adapts course content to a student's knowledge level and abilities. These are fully customizable by instructors and available in many subject areas, including business, the humanities, and sciences.



6

## Student progress monitoring

These tools let instructors monitor academic progress, content mastery, and engagement. Custom alerts and reports identify at-risk learners and help instructors tailor the content or their teaching style for greater effectiveness. This capability is often included with subscriptions to adaptive learning platforms.



7

## Classroom interactions

These are software platforms that allow students to ask questions, make comments, respond to polls, and attend breakout discussions in real time, among other features. They are downloadable and accessible from phones, computers, and tablets; relevant to all subject areas; and useful for remote and in-person learning.



8

## Classroom exercises

These platforms gamify learning with fun, low-stakes competitions, pose problems to solve during online classes, allow students to challenge peers to quizzes, and promote engagement with badges and awards. They are relevant to all subject areas.

# THE PRIORITIES OF THE STAKEHOLDERS

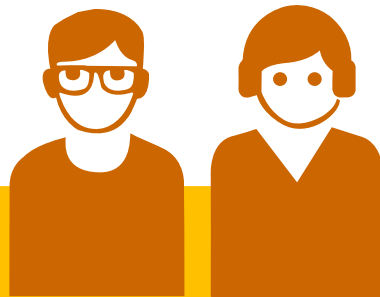
## STUDENTS

*Students want  
a consumerized  
experience*



## PARENTS

*Parents want  
visibility*



## FACULTY

*Better control and  
well orchestrated  
interactions*



## IT TEAM

*Better compliance  
and securities*



## OTHER KEY CHALLENGES



*Email remains as the primary mode of communication*



*Administrative staff spend most of their time answering repetitive questions and duplicating tasks*



*Lack of knowledge sharing*



*Inefficient processes and systems*



- *Unified service delivery platform with SSO*
- *Unified application access*
- *Management with service requests with approval*
- *Faculty and staff claims request*
- *Facilities request management*
- *Enrolment request management to applications*
- *Application uptime, change & release management with relationship mapping and risk assessment*
- *Unified reporting and dashboard*

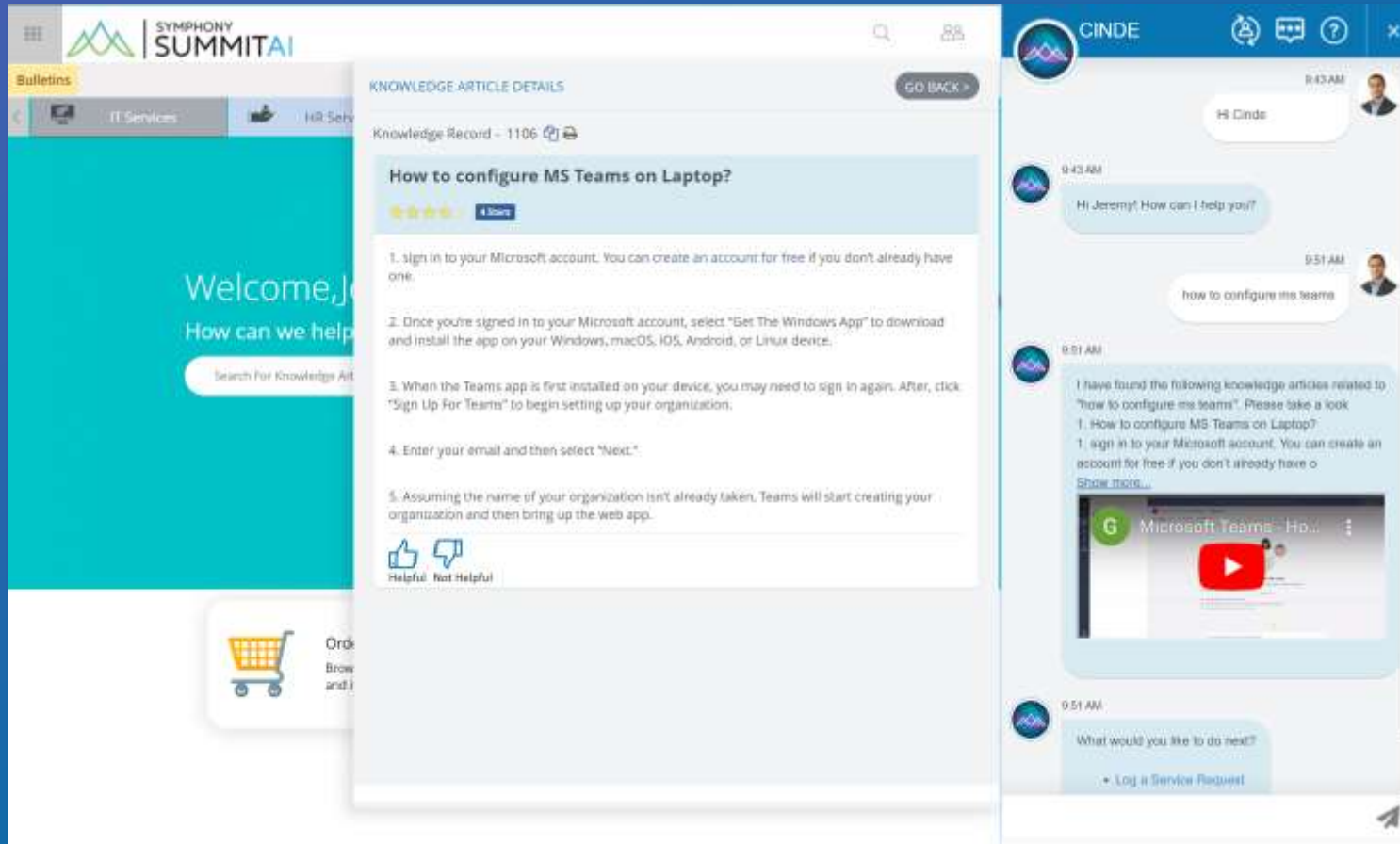
*Deliver Great Experiences*

*Integrated Service Portal*

*Automate Manual Process*

*Ensure Compliances*

# AI-POWERED DIGITAL AGENT (CINDE)



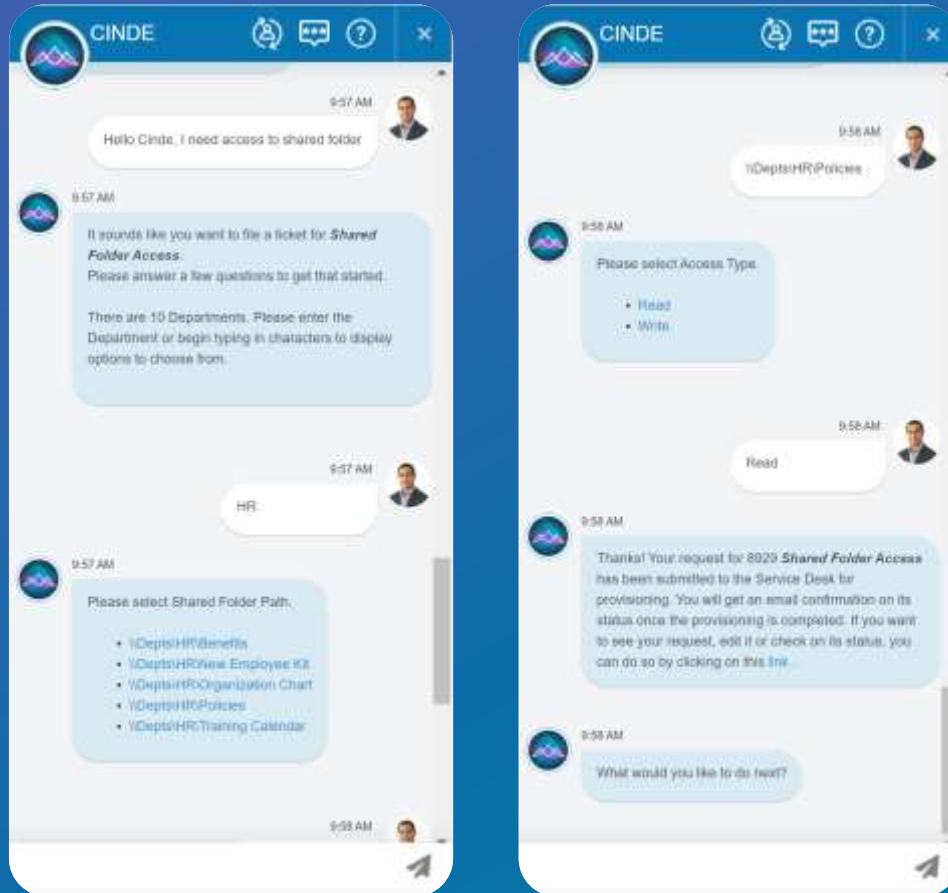
AI-powered digital agent CINDE is available 24x7 to handle all the queries/requests. CINDE would understand intentions using its NLP/ML technologies and initiate the right dialogue flow with them.

## Parents & students

### CINDE

- "I need information on student hostel and facilities."
- "I need information on report card."
- "I need details on university/college bus transportation routes."
- "I need information on semester / examination schedules."
- "I need information on upcoming projects."
- "I need to know about library book references."
- "I need to know the parent/ mentor/teacher meeting."

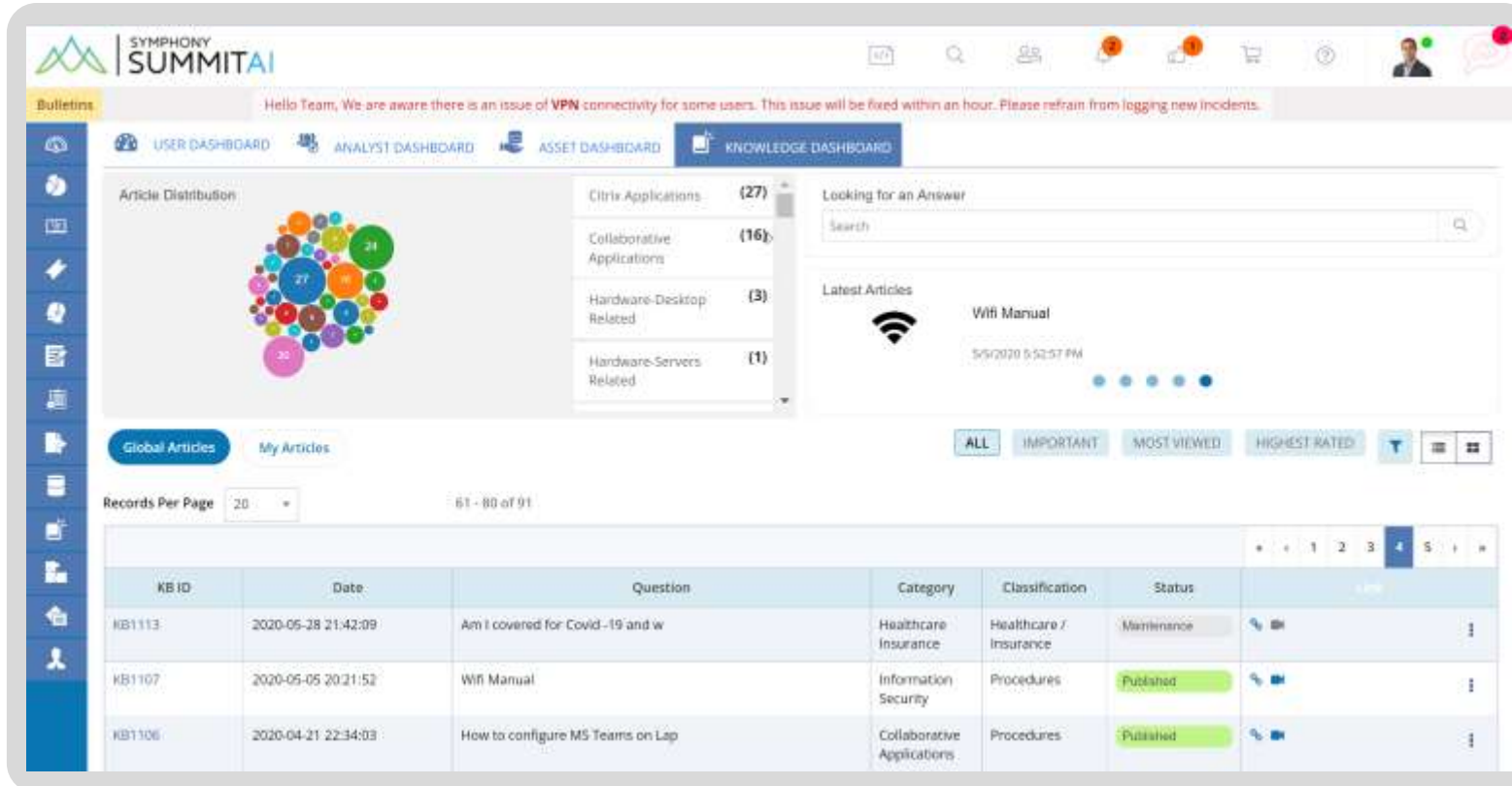
# REQUEST FULFILMENT VIA AN AI-POWERED CINDE



Students, faculty, and parents can not only raise their requests but also get them fulfilled quickly. CINDE will raise a Service Request ID on the student's, parent, or faculty's behalf, and leveraging the Service Automation layer of the SummitAI platform, it can even fulfil their request automatically.

- Concerns around privacy and internet safety for students
- Attendance history
- Request a library reference book from a particular author
- Need for a projector or a room/hall to conduct a class/session
- Request for Vegan Meals at Hostels
- Request for college/university bus passes and many more!

# KNOWLEDGE DASHBOARD



**Bulletins** Hello Team, We are aware there is an issue of VPN connectivity for some users. This issue will be fixed within an hour. Please refrain from logging new incidents.

**USER DASHBOARD** **ANALYST DASHBOARD** **ASSET DASHBOARD** **KNOWLEDGE DASHBOARD**

**Article Distribution**

- Citrix Applications (27)
- Collaborative Applications (16)
- Hardware-Desktop Related (3)
- Hardware-Servers Related (1)

**Looking for an Answer**

Search

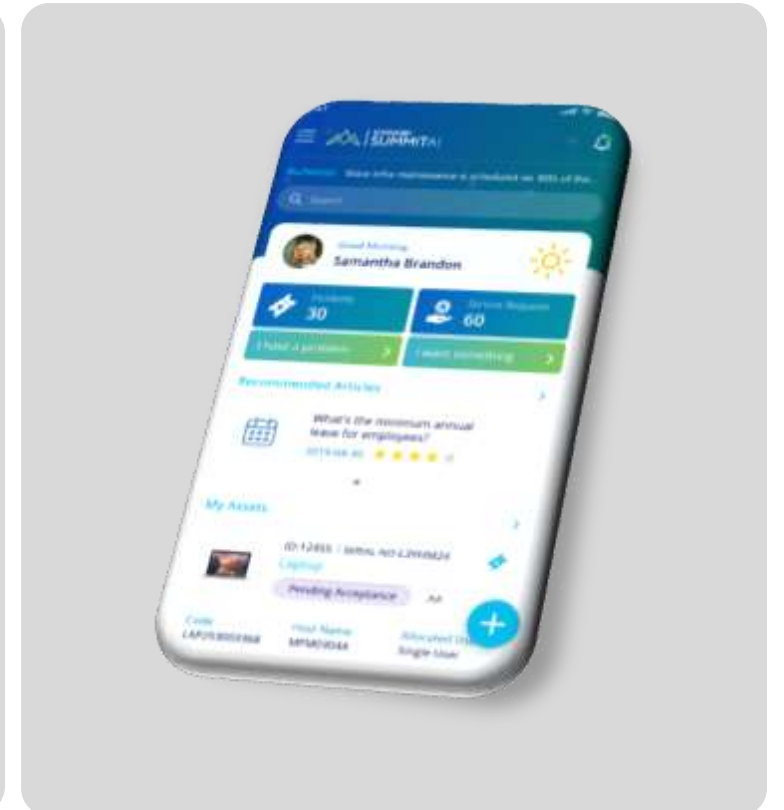
**Latest Articles**

Wifi Manual  
5/5/2020 5:52:57 PM

**Global Articles** **My Articles**

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KB ID	Date	Question	Category	Classification	Status
KB1113	2020-05-28 21:42:09	Am I covered for Covid-19 and w	Healthcare Insurance	Healthcare / Insurance	Maintenance
KB1107	2020-05-05 20:21:52	Wifi Manual	Information Security	Procedures	Published
KB1106	2020-04-21 22:34:03	How to configure MS Teams on Lap	Collaborative Applications	Procedures	Published



**Knowledge Dashboard for Faculty, Students, and staff to publish program brochures, guidelines, policies, etc.**

- How to apply for scholarships and aid
- How to initiate a project and seek a guide
- Examination score categories
- On boarding and off boarding of students, and many more
- How does universities/colleges serve education for students with PWD category

# STUDENT & FACULTY IT SERVICES

GENERAL		Update Profile	HR Portal Access	Leave Request	HR Portal Password Reset	Compensation Leave
		Visa Requests	Referral Requests	Off-Boarding	On-Boarding	
BENEFITS & INSURANCE PLANS		Medical Benefits	Dental Benefits	Vision Benefits		
PAYROLL RELATED		Salary Advance Request	Development Allowance Request	Emergency Loan Request	Education Loan Request	
EMPLOYEE LETTERS		Address Certificate	Experience Certificate	Salary Certificate	And many more...	

# STUDENT & FACULTY IT SERVICES



Access  
Request



Accessories



Adibe -  
End User



Data Center



Data Center  
Items



Demo Scripts



End User



Information



Laptop



Middleware



Mobile



On Boarding



Transfer



Voice  
Communication



Computers &  
Printers



Software



Network  
Connect

# STUDENT & FACULTY IT SERVICES



Business card



Cab



Chorus Call



Events



Guest Lunch



Hi Tea



Hotel Lunch



Material Shifting



Office Stationary



Pantry Services



Telephone



Parking



Stationary



Printing



Communication



Surveillance



Accommodation



Event Management



Resource Movement



Transport

# STUDENT & FACULTY IT SERVICES



# STUDENT & FACULTY IT SERVICES



# ABOUT **SYMPHONYAI**

# SYMPHONYAI -AI SAAS FOR THE FUTURE OF WORK

AI applications that solve business problems with rapid, relevant, real results to transform retail, CPG, financial services, industrial manufacturing, media, IT, and the public sector.

## At-a-glance

- Large customer base: 1400+ in 100 countries
- Numerous innovation awards
- 60 patents granted, 5 pending
- 2,000 employees in 18 countries
- Founded 2017



# SYMPHONYAI - DIVERSE BASE OF CUSTOMERS ACROSS INDUSTRIES



# SYMPHONYAI - AWARDS AND RECOGNITION

Industry honors and customers' choice awards across industries and applications





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