

# Nanyang Technology University - App Mod & AI

CloudMile delivered expert consultation, implemented tailored solutions, and ensured a seamless experience for Nanyang Technological University, Singapore, enhancing the AI chatbot's efficiency and accuracy in handling student housing inquiries.

## The challenge

NTU's Office of Campus Housing currently manages student housing queries manually, presenting opportunities for greater efficiency. With data housed across multiple systems, ensuring prompt, accurate responses can be challenging. NTU's current Lyon chatbot, built on Dialogflow ES, uses an intent-based model, limiting its ability to address diverse queries and complicating maintenance.

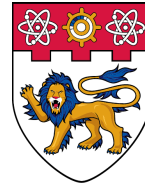
## The solution

Instead of using the Out of the Box (OOTB) datastore handler, NTU's Centre for IT Services worked with CloudMile to develop a complex conversation flow that breaks information collection and processing into key steps: intent detection, query rewriting, persona classification, and response generation. This enables the chatbot to efficiently and effectively handle a diverse range of user queries.

## The result

The new chatbot saves approximately 14.5 man-days per month by efficiently handling routine queries, freeing up staff to focus on more complex tasks. Centralized, curated data sources provide consistent and accurate information, while the use of Dialogflow CX with Gemini LLM improves both query coverage and engagement quality. The streamlined process further enhances overall efficiency.

CloudMile worked with NTU to enhance the university's AI chatbot's efficiency and accuracy in handling student housing inquiries, delivering a seamless experience from start to finish.



**NANYANG  
TECHNOLOGICAL  
UNIVERSITY**  
**SINGAPORE**

About Nanyang Technological University, Singapore

A leading, young university with 35,000 students, Nanyang Technological University, Singapore (NTU Singapore) is recognised globally for academic and research excellence. Ranked 1st among the world's top young universities by Times Higher Education, NTU is known for subjects such as Artificial Intelligence, Computer Science, and Engineering.

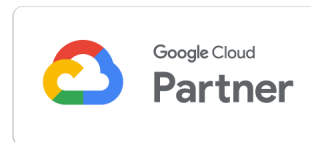
Vertical/horizontal solution: Education

Primary project location: Singapore



About CLOUD MILE LIMITED

CloudMile, a leading AI & cloud tech company in Asia, drives digital transformation for 900+ clients, leveraging machine learning and data analysis.



## Products

Google Cloud Platform