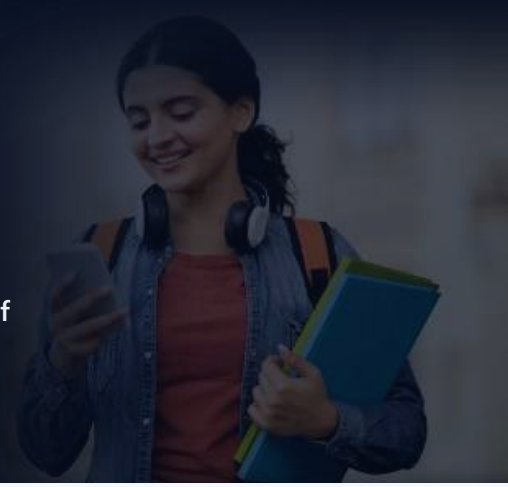
CONNECT AI

Delivered & managed by Continuant

AI SOLUTIONS FOR HIGHER EDUCATION

Students call when they're stuck. Your team can't be on every line at once.



Admissions, aid, housing and the help desk hear the same questions thousands of times a semester, in waves no office can staff for. ConnectAI picks up in plain language, any hour, books the next step, and hands the calls that need a person to your staff with the details captured.

44%

of prospective student inquiries got no reply at all.

UPCEA secret shopper study, 2025. Up from 40% in 2023.

10–40%

of admitted students never show up in August.

Summer melt, Harvard University research. Mostly logistics nobody answered in time.

1 in 4

first-year students didn't return for a second fall.

National Student Clearinghouse, fall 2024 cohort.

OPERATING COST

Fewer people on staff. The same calls still come in.

After cuts, the agent absorbs routine volume at any hour. The people you kept take the calls that need judgment.

ENROLLMENT

The applicant who called after hours still hears back.

Informational calls answered right away and walked to a visit, a document, a deposit.

RETENTION

A student with a hold reaches someone, not a voicemail box.

Holds, housing and IT resolved on the first call, with reminders before deadlines.

HOW IT WORKS

Not an IVR. A conversation, without the friction.

1 LISTENS

Understands natural speech

Callers talk the way they would to a person, interrupt, ask two things at once. No menu, no dead air.

"Before the housing thing, did my deposit go through?"

2 ANSWERS

From your own material

Built from your website, handbook and policies, in your school's voice. Unsure? It hands off instead of guessing.

"Your housing application is in. The deposit is the only step left."

3 ACTS

Books, reminds, hands off

Schedules into Microsoft Bookings, calls stalled applicants back, transfers to a person with context.

"Booked for Tuesday at 2. Confirmation sent."

THE DIFFERENCE

Your phone tree asks callers to learn your org chart.

THE MENU

"For admissions, press 1. For financial aid, press 2. For the registrar, press 3. To repeat these options..."

CONNECTAI

"Thanks for calling. What can I help with today?" The caller says, "I got a letter about a hold, and I don't know what it means," and the conversation starts there.

WHERE IT FITS

Every office has its own busy season and its own twenty questions.

Admissions

Peak: deadlines, decision day, summer melt

Answers program questions, status, deadlines, visits booked on the call. Reaches out to stalled applicants.

Financial Aid

Peak: FAFSA season, award letters. More questions, fewer staff.

Answers status, missing documents, disbursement dates. Reaches out before document deadlines.

Residence Life

Peak: housing window, move-in week

Answers housing status, move-in logistics, policies. Reaches out with move-in reminders.

IT Help Desk

Peak: first two weeks of every term

Answers password resets, lost ID cards end to end, Wi-Fi and LMS access. Reaches out with ticket status.

Registrar

Peak: registration windows, drop/add

Answers transcripts, verifications, what clears a hold. Reaches out before registration opens.

Alumni & Advancement

Peak: giving days, reunions, fiscal year end

Answers event and giving questions. Reaches out at scale; warm responses go to a gift officer.

TWO VOICE AGENTS UNDER ONE NAME

LIGHTWEIGHT · ONE DEPARTMENT

ConnectAI Voice Agent

A natural-language agent for a single line, built and run by Continuant. Live in weeks, priced per department.

- Inbound 24/7 and outbound reminder campaigns
- Microsoft Bookings scheduling on the call
- Transfers to a person with context; every call reviewable
- Platform compliance: SOC 2 Type II, HIPAA, GDPR, ISO 27001

Right for: an office that needs its line answered this semester.

INFRASTRUCTURE-GRADE · WHOLE CAMPUS

ConnectAI Enterprise

Agents on a platform that owns the whole call path: telephony, speech, reasoning and data, in a data center we can name.

- Call audit first: what was asked, missed, and what it cost
- AI front door on the main number, no PBX migration
- Spam and robocall control ahead of campus lines
- Workflow agents in the back office; single-tenant platform at renewal

Right for: a CIO who must answer the AI mandate this year without a migration and wants a security answer with an address.

The pilot: one department, one number, and you listen to the calls.

We build the agent from your site and policies, go live on the calls that already fail (after hours, overflow, voicemail), then expand. Simple per-department pricing. Nothing on campus changes.

Start with one department →

continuant.com · 800 652 9920

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Sources: UPCEA Enrollment Process Review 2025; The 74 on Harvard summer melt research; National Student Clearinghouse Research Center 2026.