

AI Assistant Cuts First-Contact Resolution Time — University of Auckland's Institution-Wide Student Services Bot

AI in Education · Good practice · New Zealand

Quality score: 33/100

Evidence strength: Cautionary / limited

Summary

Built with IBM Watson and university spinout ElementX, the AI Assistant handles 9,000+ conversations and 60,000+ searches monthly across the ~40,000-student University of Auckland, lifting first-time resolution 40% — though privacy and dependency concerns remain.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	1/3
Transparency, ethics & data protection	2/3
Teacher capability & pedagogy	0/3
Scalability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-07

[University of Auckland \(Waipapa Taumata Rau\), with ElementX and IBM Watson](#) — accessed 2026-09-07

[University of Auckland news](#) — accessed 2026-09-07

[ElementX customer story](#) — accessed 2026-09-07

[IBM case study](#) — accessed 2026-09-07

Cite this — Evidoria. *AI Assistant Cuts First-Contact Resolution Time — University of Auckland's Institution-Wide Student Services Bot*. Persistent ID: 63fcadfc-fe1e-4744-aca4-4c2efbcb6fbc.