

ISEG Lisbon's Generative-AI Chatbot for Admissions and Student Services

AI in Education · Good practice · Portugal

Quality score: 20/100

Evidence strength: Cautionary / limited

Summary

ISEG (Universidade de Lisboa) launched what it calls Portugal's first generative-AI higher-education chatbot, built with Noesis on Azure OpenAI to answer admissions and Erasmus questions 24/7; the vendor reports 60% fewer repetitive staff enquiries, not independently verified.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-18

[ISEG – Instituto Superior de Economia e Gestão \(Universidade de Lisboa\), with Noesis / Microsoft Azure OpenAI](#) — accessed 2026-07-18

[ULisboa: ISEG launches pioneering chatbot](#) — accessed 2026-07-18

[Noesis: ISEG chatbot case study](#) — accessed 2026-07-18

[Jornal Económico: ISEG launches first generative-AI chatbot in Portuguese higher education](#) — accessed 2026-07-18

Cite this — Evidoria. *ISEG Lisbon's Generative-AI Chatbot for Admissions and Student Services*. Persistent ID: a6f2bc83-d0ea-4c7f-914b-d3a44dd2caaa.