

Lyon Bot — NTU Singapore's AI Virtual Assistant Evolves from Dialogflow to Gemini for Student Services

AI in Education · Good practice · Singapore

Quality score: 27/100

Evidence strength: Descriptive / self-reported

Summary

Nanyang Technological University's Lyon Bot, built on Google Cloud's Dialogflow, launched in 2020 to handle freshmen queries. A 2025 Gemini-based upgrade now saves NTU staff an estimated 14.5 days of administrative work per month.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-16

[Nanyang Technological University \(NTU Singapore\), Google Cloud, CloudMile](#) — accessed 2026-08-16

[TechXplore: A rapid-response chatbot to address freshmen queries \(2020\)](#) — accessed 2026-08-16

[ITNewsAfrica: NTU Singapore & CloudMile deploy Gen AI to enhance its student virtual assistant \(2025\)](#) — accessed 2026-08-16

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