Parlance for Colleges & Universities

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Parlance AI voice assistants transform higher education switchboard and call center operations by automating workflows at the digital front door. For over 25 years, Parlance has been a leader in the speech technology space. Our conversational AI solutions serve hundreds of colleges and universities nationwide. Intelligent call routing reduces operational costs by decreasing reliance on live operators while accelerating student, faculty, and employee access to departments and information.

By automating routine inquiries — including directory assistance, departmental transfers, campus information, and IT help desk requests — institutions achieve significant cost savings through reduced staffing requirements. Leading research universities, liberal arts colleges, and community college systems rely on Parlance as a provider of IVR and IVA solutions that deliver measurable ROI within 30 days, enabling administrators to reallocate human resources to high-value interactions requiring personalized attention.

Reduce Operational Costs & Solve Call Handling Problems

The Parlance solution is ideally suited to meet the call handling demands and budgets of today's leading colleges and universities. We turn the campus directory into a voice-driven tool, providing callers friction-free access to any department, staff member, or campus location — engaging 80%+ of callers and reducing call volume by 70%+. Parlance eliminates the need for operators and public safety staff to route routine calls and respond to frequently asked questions (FAQs). In addition, help desk IT staff are free from the burden of password resets and other basic tasks when automated by the Parlance intelligent virtual assistant (IVA).

Universities deploying intelligent voice agents at their main switchboard can automate numerous high-volume, routine tasks that traditionally consume significant staff time:

Directory Assistance & Call Routing:

- Connecting callers to specific departments (Admissions, Financial Aid, Registrar, Bursar, Food Service, IT Support)
- Transferring calls to faculty, staff, or administrative offices
- Routing emergency vs. non-emergency calls appropriately
- Directing callers to specific campus locations (libraries, health centers, student services, dining halls)

IT Help Desk Requests:

- Password reset instructions for student/faculty portals
- Wi-Fi connectivity troubleshooting
- Learning management system (LMS) access issues
- Multi-factor authentication setup
- Software licensing and download information
- Email configuration support
- Printing issues

General FAQs (Frequently Asked Questions):

- Academic calendar inquiries (registration deadlines, exam schedules, break periods)
- Campus hours of operation for various facilities
- Parking information and permit requirements
- Tuition payment deadlines and billing cycles
- Event information and campus tour scheduling

Administrative Services FAQs:

- Transcript request procedures
- Form locations and submission instructions
- Financial aid application information
- Housing application timelines
- Graduation application deadlines

The Value of a Managed Service

Parlance keeps the solution you purchased running smoothly. As a fully-managed service, Parlance regularly evaluates and adopts proven technological advancements to ensure that customers benefit from the operational efficiencies and cost savings that these innovations provide. The Parlance service team, including our help desk and solutions engineers, are available to you throughout the life of your subscription.

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