

AI Assistant: Conversational AI Built for Learner Success

Progress shouldn't pause when questions arise. BenchPrep's AI Assistant delivers real-time, intelligent support, guiding learners with helpful, natural language responses tailored to their course content. Whether they're stuck on a concept, need a quick summary, or want extra practice, AI Assistant is there to assist, right within the learning experience.

For organizations, it means more confident learners, higher satisfaction, and greater engagement. And because support stays within the platform, it helps safeguard proprietary content while enhancing the learning experience. It also gives organizations valuable insight into the questions learners are asking, helping inform content improvements over time. All of this happens without adding operational complexity.



Key Features



On-Demand, Natural Language Support

Learners can interact with AI Assistant in learning courses to ask questions, get explanations, and receive study support in real-time.



Preconfigured and Open-Ended Prompts

Learners can choose from predefined prompts based on their current page or ask open-ended questions to explore content at their own pace.



Customizable Experience

Admins can configure the AI Assistant's icon, name, color scheme, and predefined prompts, ensuring it aligns with their brand and learner needs.



Privacy-First Architecture

AI Assistant reads course content to generate responses but does not access or alter platform data. Learner privacy and data integrity are maintained at every step.

Benefits

For Learners

- **Strengthen Understanding & Retention:**
Access to explanations, examples, and practice questions right when they're needed helps learners solidify key concepts and improve recall over time.
- **Increase Study Efficiency:**
Learners get immediate support without leaving the platform or their current context, helping them stay focused and make the most of every study session.
- **Accurate, Course-Based Support:**
Learners receive responses based on their course content, ensuring support is accurate, relevant, and consistent with the material they need to master.

For Organizations

- **Increase Learner Retention and Satisfaction:**
Keep learners engaged with timely, in-platform support that creates a smoother, more supportive learning experience.
- **Differentiate Your Learning Programs:**
Stand out in the market with AI-powered features that elevate your offering, enhance brand perception, and build long-term loyalty.
- **Protect Proprietary Content with In-Platform AI:**
Embedded assistance keeps learners in the platform and reduces the risk of external sharing, helping safeguard your content and learning experience.

For Administrators

- **Simple Setup and Control:**
Easily customize the icon, name, and standard responses of the AI Assistant settings at the course and tenant level using existing admin tools.
- **Gain Insight Into Content Gaps:**
Track the types of questions learners ask to identify areas of confusion, refine course material, and prioritize topics for future revisions.
- **Insightful Engagement Metrics:**
Track usage trends, response ratings, and learner feedback to optimize content strategy and enhance support services.

How it works

- 1 Contact**
your CSM to get AI Assistant activated on your tenant.
- 2 Enable**
AI Assistant via BenchPrep Console.
- 3 Configure**
AI Assistant at the branch or tenant level with custom names, icons, visibility rules, and more.

Deliver Next-Level Learning Support with AI Assistant

See how AI Assistant can transform your learners' experience with smart, scalable, in-platform support.

[Book a Demo](#)

