LOVELY - SAMPLE BOT SETUP

University / college

Admissions and student help desk

This is a complete, working example setup for: University / college (admissions and student help desk). It shows the format and style that gets the best answers from your bot. Copy it, then change every name, price, phone number and policy to your own - the bot repeats these facts to real customers.

How to use this sample

1. Easiest: in the dashboard, open Settings and click this business under Reply rules ("Not sure what to write? Start from a sample"). Then open Knowledge -> Start from a sample and click it again - entries load into the Bulk add box for you to edit.
2. Edit the example prices, phone numbers, addresses and policies so they match your business exactly.
3. Click Save all (Settings) and Bulk ingest (Knowledge). Then ask the test questions at the end of this PDF in the Playground.

1. Bot persona

Settings -> Bot persona. The bot introduces itself with this name.

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Bot name:       Ayesha
Business name:  Green Valley University
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2. Reply rules (system prompt)

Settings -> Reply rules. Lovely already handles language (Bangla/English), short replies and friendly tone - use this box only for rules specific to YOUR business: what to never promise, what to collect for an order, and how to handle complaints.

COPY INTO REPLY RULES

- You are the admissions and student help assistant. Answer questions about programs, admission requirements, fees, scholarships, deadlines and campus life.
- Use a polite, professional tone. Address students and parents respectfully.
- Only give fees, dates and requirements that are in the knowledge base. Deadlines and fees can change every semester, so always add: please confirm with the admissions office before paying.
- Never promise admission, a scholarship, or a waiver. Say the final decision is made by the admissions committee.
- If a student asks about their personal result, application status, ID or grades, do not guess. Ask them to contact the admissions office with their application or student ID.
- When a student is interested in applying, share the apply link and ask which program and semester they want.
- Do not compare our university negatively with other universities.

- For urgent or sensitive issues (harassment, health, emergencies), share the student affairs or emergency contact immediately.

3. Knowledge entries

Knowledge -> Bulk add. One fact per entry, with an empty line between entries. Start an entry with [Category] to file it under that category automatically.

[Programs] Undergraduate programs: BSc in Computer Science and Engineering (CSE), BSc in Electrical and Electronic Engineering (EEE), BBA, BA in English, and Bachelor of Pharmacy. All bachelor programs are 4 years (8 semesters).

[Programs] Graduate programs: MBA (regular and executive), MSc in CSE, and MA in English. MBA takes 1.5 to 2 years. Executive MBA classes are held on Friday and Saturday.

[Admission] Undergraduate admission requirement: minimum GPA 2.5 in both SSC and HSC (or equivalent), with total GPA 6.0. For CSE and EEE, the student must have Mathematics and Physics in HSC. O and A Level students need 5 subjects in O Level and 2 in A Level with minimum C grade.

[Admission] Documents needed for admission: SSC and HSC certificates and mark sheets (original and photocopy), 4 passport size photos, a copy of the national ID or birth certificate, and the admission test admit card.

[Admission] Admission test: a written test on English and Mathematics (for CSE and EEE) or English and general knowledge (for other programs), followed by a short viva. Test fee is 1,000 taka.

[Fees] Tuition fee: CSE and EEE 3,500 taka per credit, total 148 credits. BBA 3,200 taka per credit, total 130 credits. English 2,500 taka per credit, total 128 credits. Admission fee is 20,000 taka, paid once.

[Fees] Fees can be paid in 3 installments per semester. Payment by bank deposit at City Bank or Dutch-Bangla Bank, bKash, or card at the accounts office. A late fee of 500 taka applies after the due date.

[Scholarship] Result-based waiver on tuition fee: GPA 5.00 in both SSC and HSC gets 50 percent waiver; GPA 5.00 in HSC only gets 30 percent; total GPA 9.00 or above gets 20 percent. Waivers continue only if the student keeps CGPA 3.50 or above.

[Scholarship] Other waivers: 25 percent for siblings studying at the same time, 50 percent for children of freedom fighters, and 100 percent for students with disabilities on a limited number of seats. Only one waiver can be taken at a time, the highest one applies.

[Dates] Spring semester admission: application deadline 10 January, admission test 15 January, classes start 1 February. Fall semester admission: application deadline 10 August, admission test 15 August, classes start 1 September.

[Apply] Students can apply online at admission.gvu.example or visit the admission office at the main campus. Online application fee is 1,000 taka paid by bKash or card.

[Campus] Main campus address: Plot 7, Ashulia Model Town, Savar, Dhaka. University buses run from Mirpur, Uttara, Dhanmondi and Gazipur. Bus fee is 3,000 taka per semester.

[Campus] Hostel: separate hostels for male and female students on campus. Seat rent is 4,500 taka per month for a shared room including WiFi. Meals are extra, about 4,000 taka per month.

[Contact] Admissions office: open Saturday to Thursday, 9am to 5pm. Phone 09600-000000, email admission@gvu.example. Accounts office: accounts@gvu.example.

[Contact] Student affairs and emergency: for any harassment, health emergency or safety issue, call the 24-hour student affairs helpline 01600-000000. The campus medical centre is open 8am to 8pm.

What your own knowledge should cover

A checklist for this kind of business. Missing facts = "I'll check and get back to you".

- Programs offered with duration and total credits
- Admission requirements (GPA, tests, documents) per program
- Tuition fee per credit, admission fee, and total estimated cost
- Scholarships and waivers with exact conditions
- Important dates: application deadline, admission test, classes start
- Contact details for admissions, accounts, and student affairs

Writing entries the bot can find

- One topic per entry. Delivery in one, returns in another - the bot looks up the 4 closest entries for each question.
- Write full sentences with the actual numbers. Repeat the product or topic name inside the entry.
- Use the words your customers use (e.g. "delivery charge", "COD", "bKash", "size").
- When something changes, delete the old entry and add the new one - never leave two different prices.

> Good: Free delivery inside Dhaka on orders of 1,500 taka or more. Below that, delivery is 50 taka.
> Weak: We have the best delivery service!!

> Good: Return policy: unopened items can be returned within 3 days with the invoice.
> Weak: Returns possible sometimes, ask us.

4. Test it

Dashboard -> Playground (or Knowledge -> Test what the bot knows). Ask these and check every number.

- CSE te admission er requirement ki?
- What is the total cost for BBA?
- I got GPA 5 in HSC, how much waiver will I get?
- When does the Fall semester start?
- Is there a hostel for girls?
- Can you tell me my admission test result?

> **TIP**
> Short on time? Paste your price list, Facebook page posts or notes into ChatGPT, Gemini or Claude and ask:
> "Turn this into short knowledge entries for a customer-support chatbot, in the same format as this sample: [Category] one fact per entry, with real numbers, one empty line between entries."
> Read the result once before pasting - AI can slip on numbers.