



The 74th Pan-European Conference on Digital Education

AI Chatbots as „Smart School Asistents“

Nada Ratković, mag. oec.

Srednja strukovna škola bana Josipa Jelačića Sinj

nada.ratkovic1@gmail.com



Sinj, 28 May, 2026.



28 May 2026, 15:00 - 16:30 CET

PAN-EUROPEAN

on DIGITAL EDUCATION

74th Session



- **AI Chatbots as Smart School Assistants**
Nada Ratković, Srednja strukovna škola bana Josipa Jelačića Sinj
- **Teaching Creativity with Three Intelligences: Methodological Lessons from NIMI Project for European Design Education**
Livia Di Nardo, Accademia Italiana Rome
- **Implementing AI tools in design education**
Domen Lo, Faculty of Design
- **Everyone is a Teacher, Everyone is a Learner. Orchestrating Intelligence in the AI Era**
Robert Muster, Wittenborg University of Applied Sciences



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the European Union

www.erasmuspluscourses.com

Presentation Outline

01

Chatbot like school
assistants in education

02

Survey results:
Possibilities of using
Chatbots

03

Use of tools



04

Evaluation

What is educational chatbot?

An educational chatbot is a software program that uses artificial intelligence (AI) technology to communicate with users — in this case, students, teachers, and other participants in the educational process.



Applications of Educational Chatbots as „School Assistants”

learning support

answering
questions

practical
exercises

assesments and
feedback

interactive
teaching

quizzes and
exams

Chatbot Functionalities



for students

- homework assistance
 - test simulations
 - skills development



for teachers

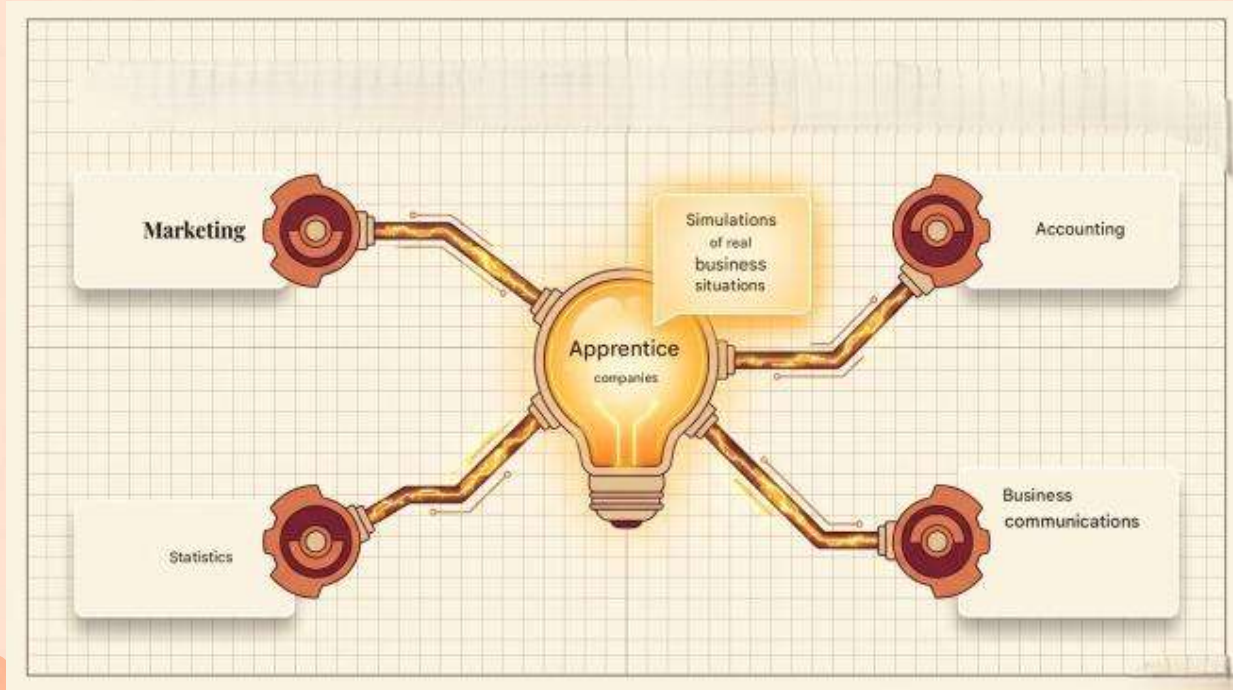
- lesson planning
- progress tracking



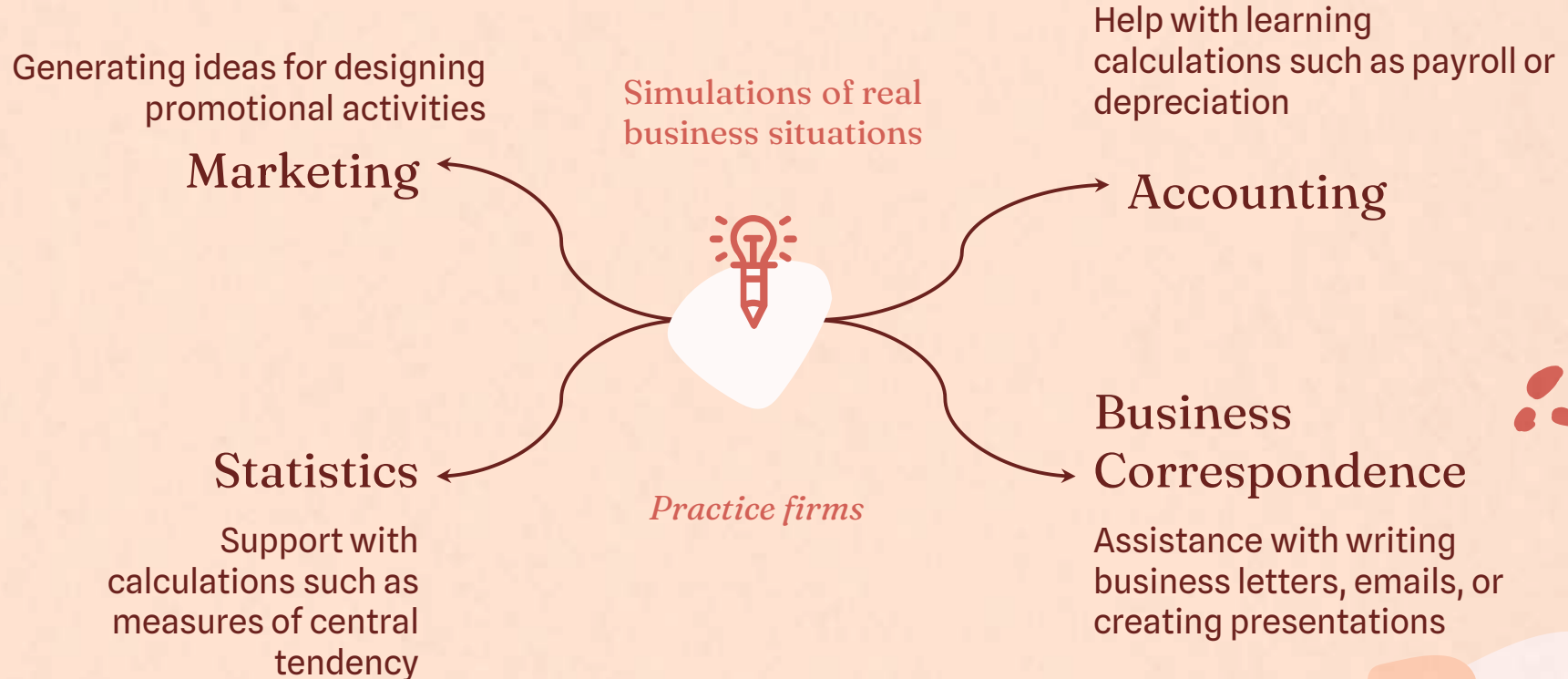
for parents

- informations
 - guidance

Chatbot as an engine for simulating real business situations



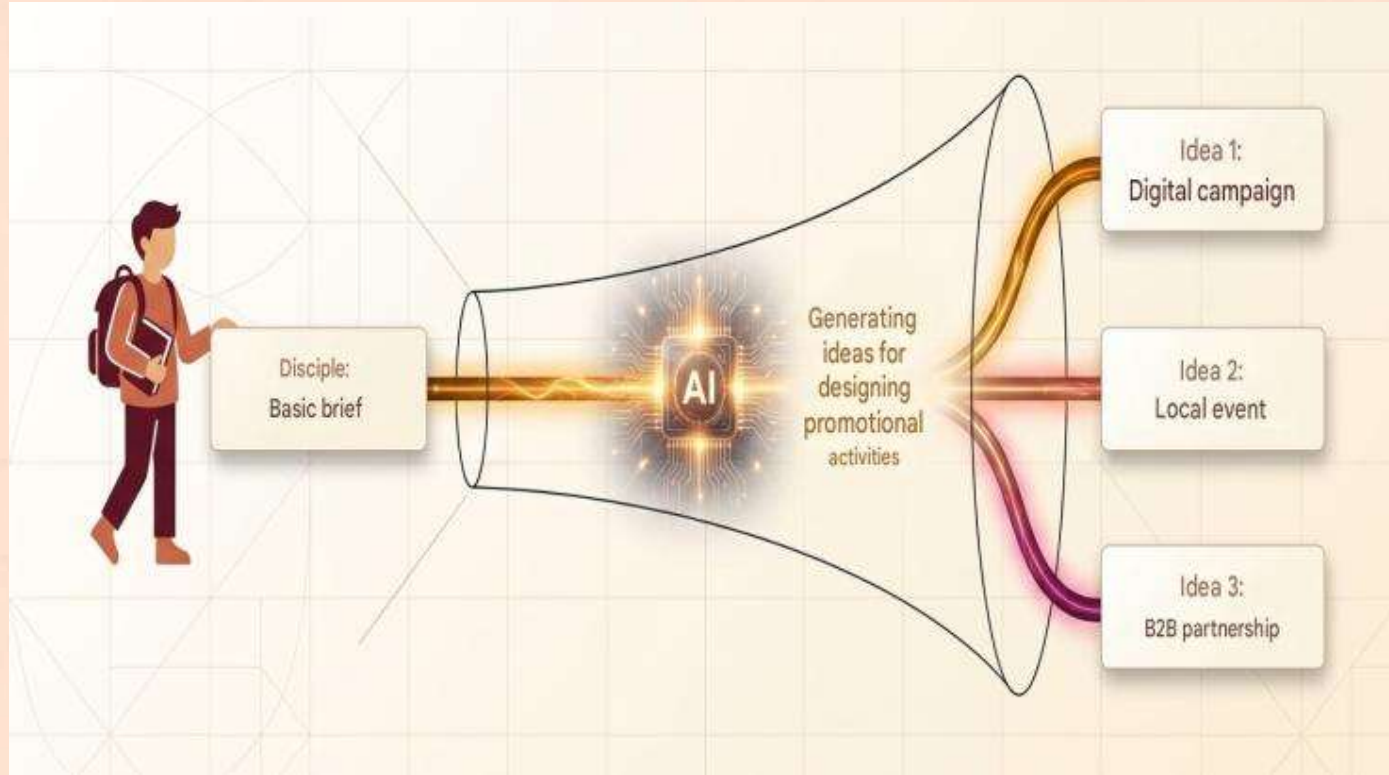
Examples of Chatbot Use in Vocational Education – Economics



Matrix of integration: From traditional teaching to AI assistance

Department / Subject	A traditional task	AI Role
Marketing	Independent campaign design	Generating ideas for designing promotional activities
Accounting	Manual settlement of postings	Help with learning calculations like payroll or depreciation
Statistics	Mechanical calculation of formulas	Support in calculations such as measures of central tendency
Business communications	Drafting from scratch	Help with writing business letters, e-mails or creating presentations

Marketing Department: Scaling creativity and ideas



Help with learning calculations
like payroll or
depreciation

Help with learning calculations like payroll or depreciation

Step 1: Base 20,000.00

Step 2: Rate
20%

Step 3: Amount
4,000.00 - Depreciation
for the year

Polishing a Professional Tone

Help with writing business letters, e-mails or creating presentations

Student outline

Subject: Meeting

Dear Sir/Madam, I need to arrange a meeting with you for next week. Please let me know what time works best for you.

Thank

you, Ivan

Email for the client

Subject: Proposal for scheduling a business meeting

Dear Sir/Madam,

We are contacting you to arrange a meeting next week to discuss possible synergies and further steps.

Please suggest a date that suits you best.

With respect,

Ivan Horvat

Corporate standard

Ivan Horvat

+32 (0) 9 51 22 11 00
ivan@imaginaire.com

Subject: Proposal for scheduling a business meeting

Dear Sir/Madam,

We are contacting you to arrange a meeting next week to discuss possible synergies and next steps.

Please suggest a date that suits you best.

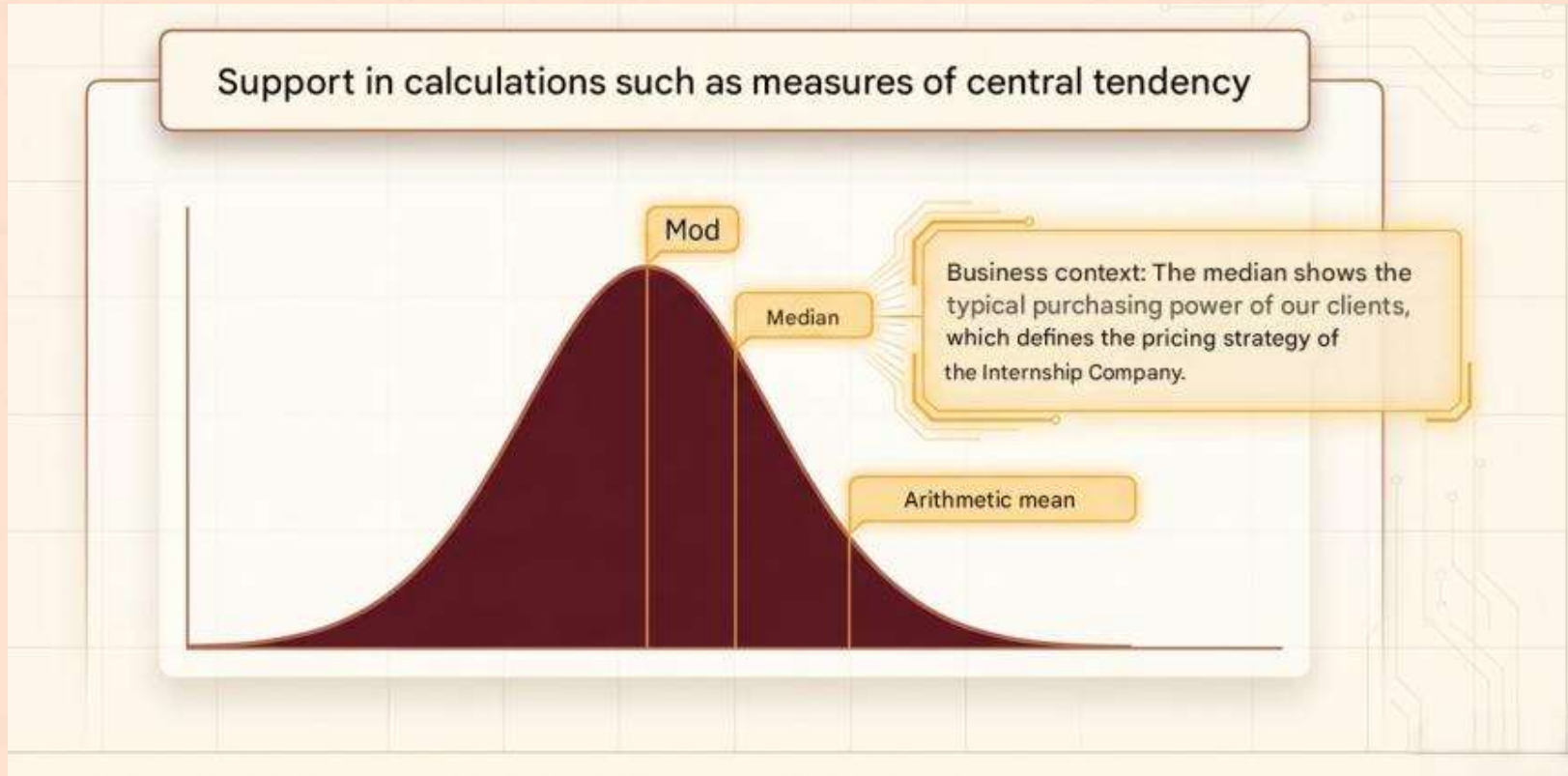
With respect,

Ivan Horvat

Professional e-mail communication

Business Communications

Contextualization of raw data

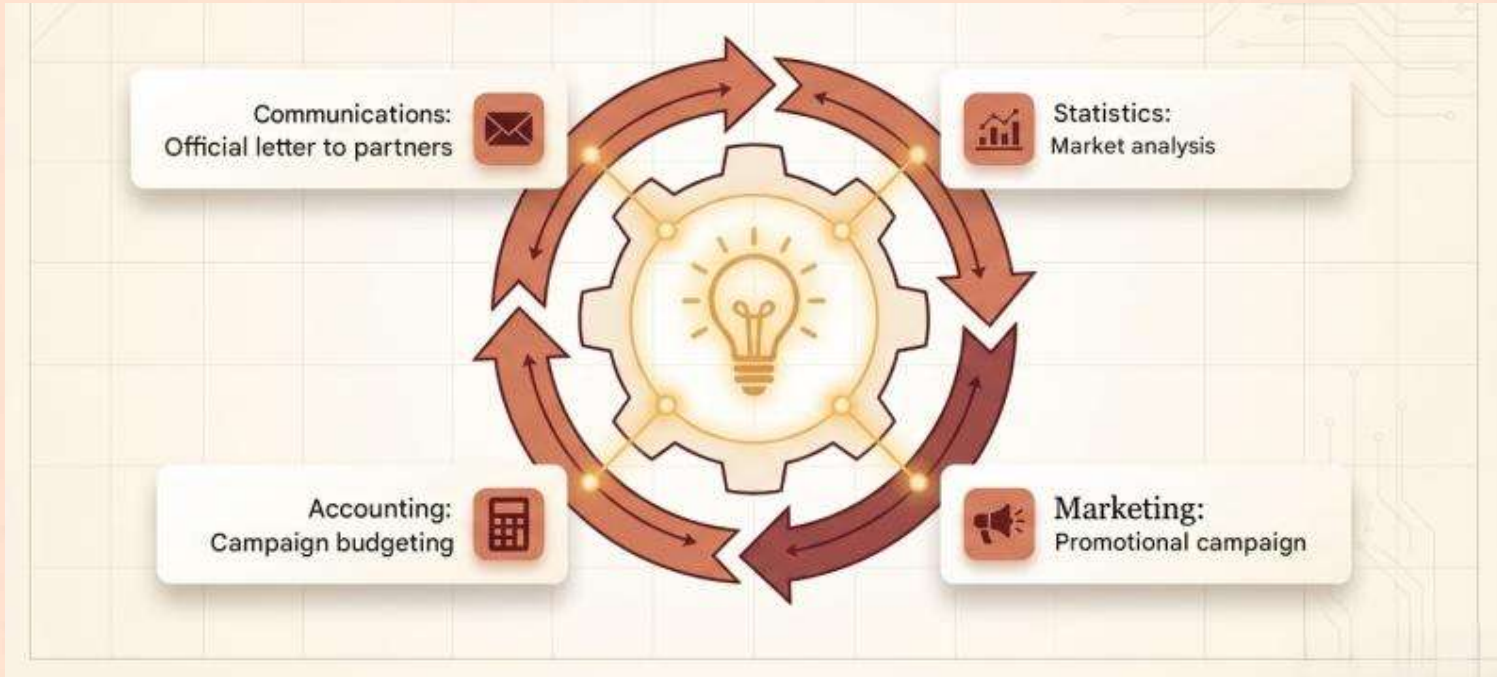


Department of Statistics

From theory to real simulations in Training Company



AI as a link between business processes



Related Internship Company

Research Conducted Among Teachers and Students



**Possibilities of using chatbots in education
(for teachers)**

24.11.2025.

Please contribute your responses to the survey about your views on the possibilities of using chatbots in education.

1. At what level in education are you currently employed?

Education level:

2. Your occupation:

- ☐ elementary school teacher
- ☐ teacher of general studies & subjects in secondary school
- ☐ teacher of economic subjects in secondary school
- ☐ subject specialist in education



Possibilities of using chatbots (for students)

24.11.2025.

Please use your responses to contribute to the research on your views regarding the possibilities of using chatbots in elementary and secondary education.

3. Gender:

- ☐ male
- ☐ female

4. Nationality (foreigner):

- ☐ elementary school teacher
- ☐ general studies

5. Your class:

- ☐ 7th grade
- ☐ 8th grade

Survey results

Survey: Possibilities of using chatbots

What do our respondents say about it?



01.

Who are our
respondents?

Secondary and primary school teachers and secondary school students of
all ages from first to fourth grade in the school year.

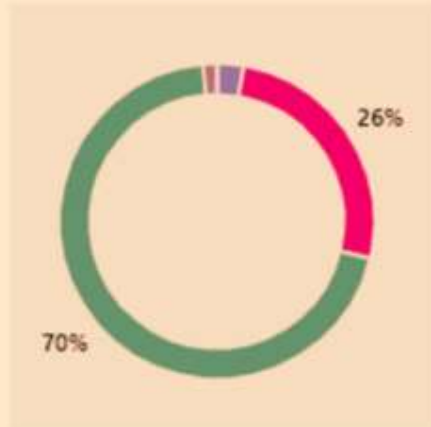
2025./2026.

Survey results

2.

The structure of our respondents?

teachers



students

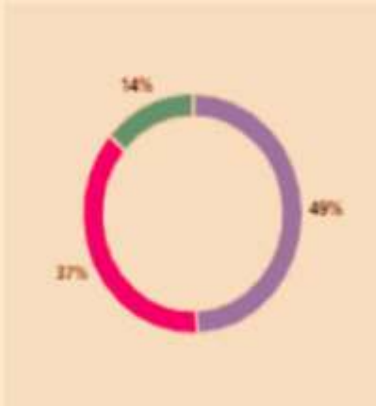


Survey results

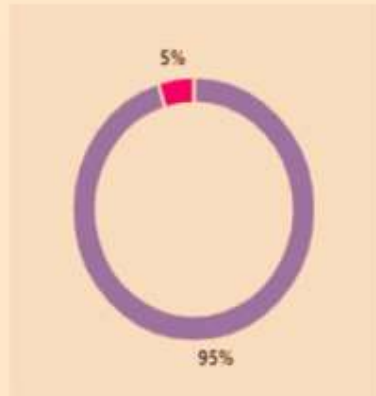
3.

Have you used chatbots?

teachers



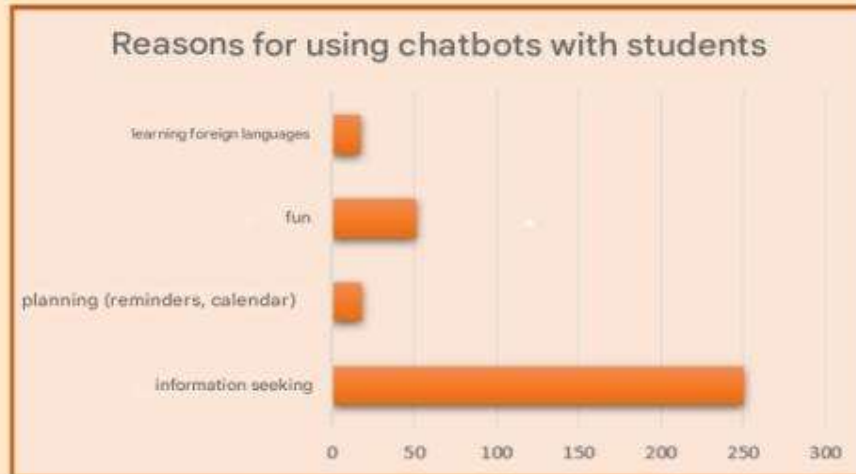
students



Survey results

4.

If you use chatbots, what do you use them for most often?



Key survey questions



Teachers

Do you believe chatbots can be used in education?



Students

Do you think your teachers should introduce chatbots into their subjects?



Survey
results

Survey results

5.

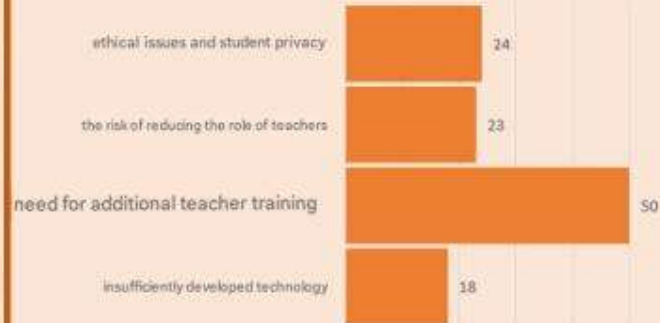
What advantages and challenges do you see in using chatbots in education?



Advantages of using chatbots in education



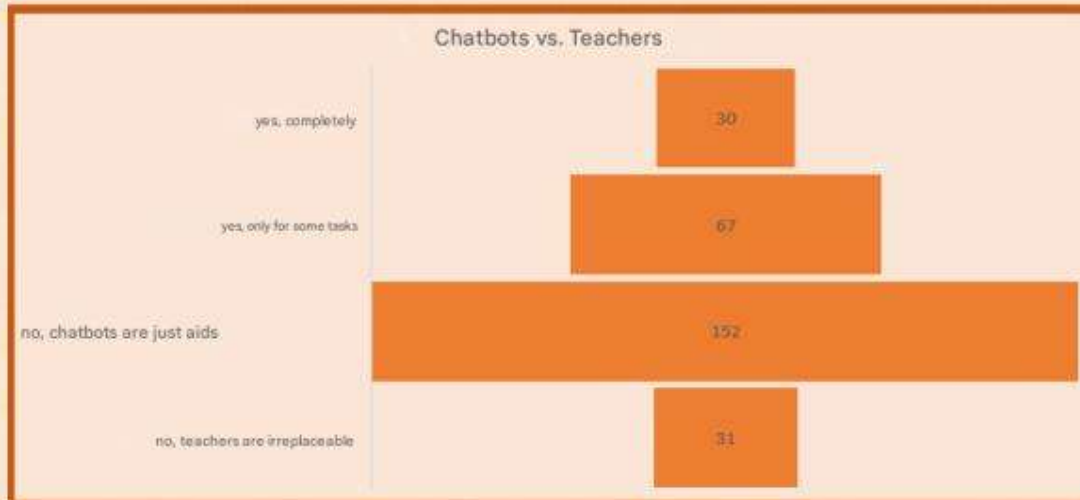
Challenges of using chatbots



Survey results

6.

Do you think chatbots can replace your teachers?



Tools for Creating an Educational Chatbot



SnatchBot



- **SnatchBot**
- Cloud-based platform for creating chatbots
- Enables development of intelligent virtual assistants
- No programming code skills required
- Suitable for educational and administrative use

Use of SnatchBot in Education



school assistant

support for learning, organization, communication

explains learning content

answers questions

integrates with various communication channels

Example: School Assistant Chatbot



Snatchbot Example Project

- A demonstration of how a chatbot can be designed to:
- support student project work, including structure, conversation flow, and task automation.



SnatchBot

[BOT STORE](#) [INDUSTRIES](#) [PRICING](#) [FEATURES](#) [SOLUTIONS](#) [INSIGHTS](#) [HELP CENTER](#)

En

[Register](#)

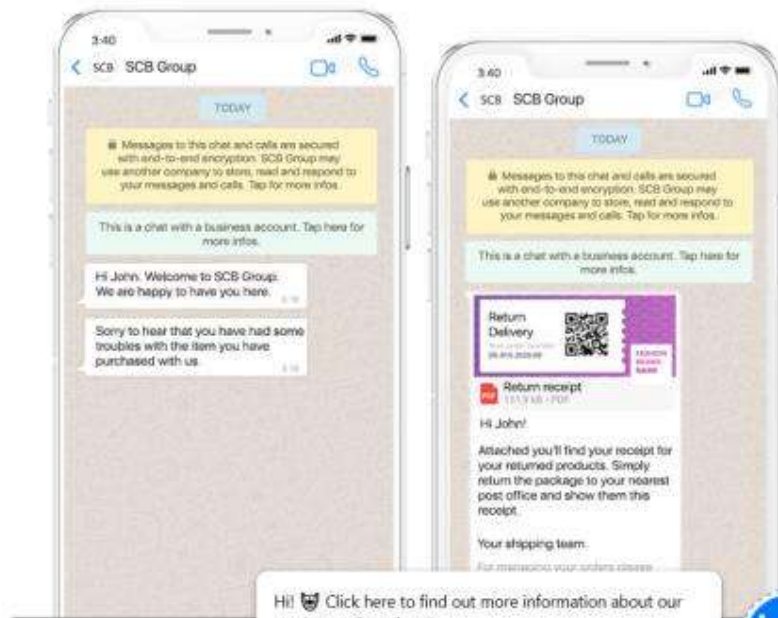
[Login](#)

Create smart chatbots for multi-channel messaging on our revolutionary platform

SnatchBot eliminates complexity and helps you to build the best chatbot experience for your customers. We provide robust administrative features and enterprise-grade security to comply with regulatory mandates.

[Watch The Video](#)

[Download Brochure](#)



My Bots



Your bots will be displayed here

Start working by creating your first bot.

+ Create Bot



← Create Bot

All

★ Featured

Banking

Customer Service

Online Store

Hospitality

Business

Healthcare

Education

Marketing/Tools

🔍 Search



Blank bot



Data Importing Bot

How to bring data from any API into your bot's conversation using...



Google Sheets Template

Need to automate your database work? We have a beautifully simple RPA to...



Customer Support Bot

This template will allow you to handle customer support queries by...



Playlist Template Bot

Hey there! 🤖🤖🤖 I am a playlist chatbot. The punk-ska band called...



Example: Creating a School Assistant Chatbot for Projects

 Create Bot ×



Name *

Assistant for school projects

Bot description *

This assistant will help you apply for participation in school projects.

Bot Language *

 HR - Croatian

Cancel Create



402042

Asistent za školske projekte

Add new interaction / plugin

Add new interaction



Interactions 12

Plugins 18



Bot Statement

The Bot Statement is the best option to choose if you are expecting only a text response (rather than an email, phone number, date, etc).



Collect Email

Choose this interaction if you intend for the user to respond with an email address. It will identify and recognize valid email addresses.



Collect URL

Choose this interaction if you intend for the user to respond with a URL. It will recognize valid URLs.



Collect Phone Number

Choose this interaction if you intend for the user to respond with a phone number. It will recognize valid phone numbers.



Interaction name

New interaction



Highlight Extracted Data in chat

Cancel

Add

SnatchBot

Nadzorna ploča

Moji Botovi

Izgraditi

Trajni izbornik

Globalne veze

Kanali

Konfigurirati

Dodaci

Emitiranje

Inbox

Izveštaja

NLP

Dnevnik aktivnosti

Napredna statistika

Nadogradite na PRO

engleski

Ravnoteža

\$0

402042

Asistent za školske projekte

Dodajte novu interakciju / dodatak

1

Uvod

Bot izjava (4023939)

=

zainteresiranost

Bot izjava (4023940)

=

Drago mi je

Bot izjava (4023941)

=

Pokretanje pitanja

Bot izjava (4023947)

=

pitanje br.1

Bot izjava (4023948)

=

pitanje br. 3

Bot izjava (4023952)

=

pitanje br.2

Bot izjava (4023950)

=

Kraj

Bot izjava (4023953)

Interakcije: 8 Dodaci: 0

Uvod

Ažurirano

4023939

02. prosinca 5:49

Testni chat

Botovska shema

Bot poruka

Kartice 0

Veze 1

Automatizacije

Konfigurirati

Prethodni odgovori

Prilagođene varijable

Atributi

Oblačici za chat

Ugradite medije

Aritmetička operacija

Logička operacija

Interakcija

Bot poruka*

Drago mi je [responseTo interaction=4023940 fallback=TEXT] da želiš sudjelovati u školskom projektu?

Odgovor bota nakon postizanja ove interakcije

Tekst u govor

Isključeno

Priručnik

Auto



Assistant for school projects



Hi, I'm a school project assistant. How can I help you?

Let's go!



You want to participate in school projects, but you don't know how to apply.
That's why I'm here to help you.



What is your first and last name?



typing...



«

 **SnatchBot**

Nadzorna ploča

Moji Botovi

Izgraditi

Trajni izbornik

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Kanali

Konfigurirati

Dodaci

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Izvešća

NLP

Dnevnici aktivnosti

Napredna statistika

Nadogradite na PRO

engleski

Ravnoteža \$0

Obavijesti 1

«

 402042
Asistent za školske projekte

▼

Glasnici

Web chat

Facebook

WhatsApp PRO

Telegram

Viber

Linija

Skype

Zatijše

Zendesk SUBEN

ostalo

Twilio

Ok

Prilagodite

Nabavite kod za ugradnju

Početni zaslon **YRAL**

Powered by

Sakrij Chatbot koji pokreće SnatchBot

Ime agenta

Potpis

Kontakt

Uključiti

Web stranica

Veza za podršku

E-mail

Podijelite ovaj bot

[Share this bot](#)[About](#)[Customize](#)[Get the embed code](#)[TRIAL initial screen](#)

The WebChat SDK is a quick and convenient way to embed chat into your website, or you can simply frame it yourself. Integrating WebChat into a new or existing project requires only a few lines of code.

- ☒ I allow Snatchbot to track bot icon clicks
☐ I want to use my Google Analytics code to track the bot:

To use your own Google Analytics tag, you must upgrade to PRO.

1. Embed the bot widget on your site.

Embed the following code on your website to display a "Bot" button in the bottom right corner of the page.

- ☒ Allow automatic opening on page loading

```
<script src="https://account.snatchbot.me/script.js"></script><script>window.snatchChat.Init(402042)</script>
```

[Copy](#)

2. Frame the WebChat URL wherever you want.

To enable the text-to-speech feature in the chat window, add the property AFT="Microphone *" to the IFRAME tag. Example: `<frame src="webchat_url" allow="microphone *"> </frame>`

```
https://webbot.me/84b1983ed82ba7faefaa2d558d2d891264e5565f850f3295431d84e08e3478d8
```

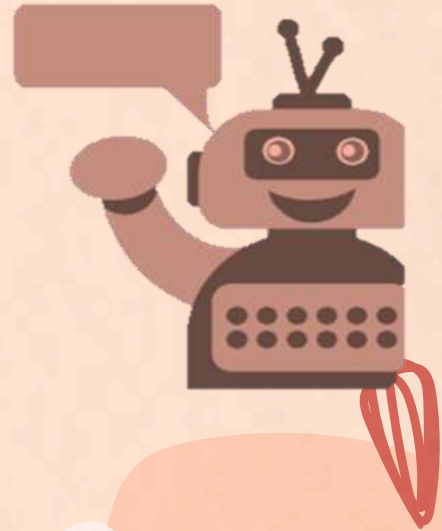
[Open Chat](#)[Copy](#)



Chatbot.com

Chatbot.com is :

- a no-code/low-code platform for building chatbots quickly,
- ideal for businesses looking to automate customer service, marketing, and sales.
- **Computing**
- **Communication**
- **Networking**



Chatbot.com

Steps to Create a Chatbot

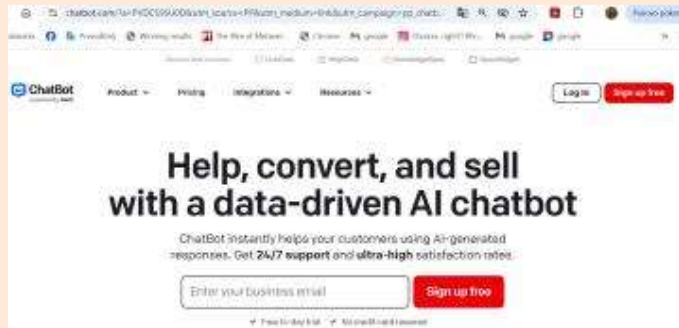
1. Sign Up and Choose a Template:

- Visit [CHATBOT.com](https://chatbot.com) and sign up for an account.
- Choose from a wide variety of pre-built templates (e.g., for customer support, e-commerce, or lead generation).



2. Define Your Bot's Purpose:

- Set the goal of your chatbot (answering FAQs, booking appointments, or generating leads).
- Specify the bot's tone (friendly, professional, or casual).

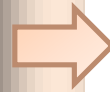
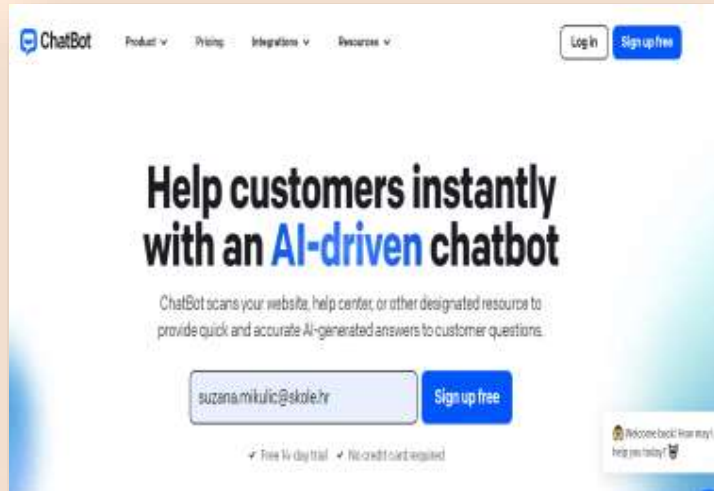




Using the tool Chatbot.com



1. step: Registration



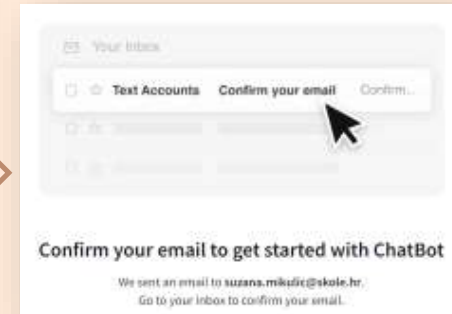
Create your free account

Full name
Suzana Mikulić

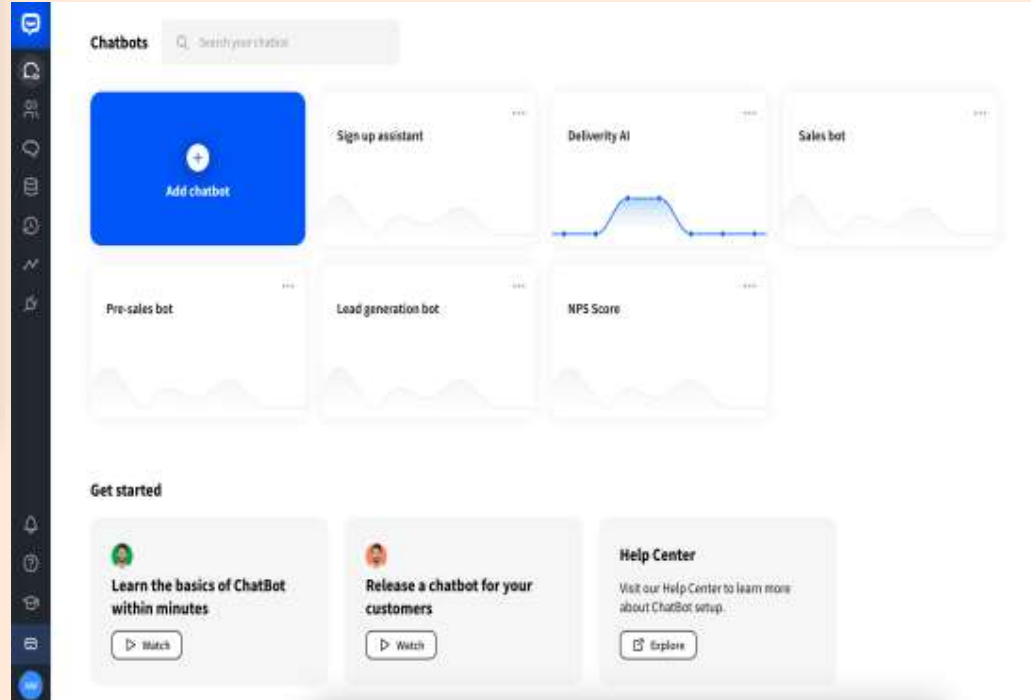
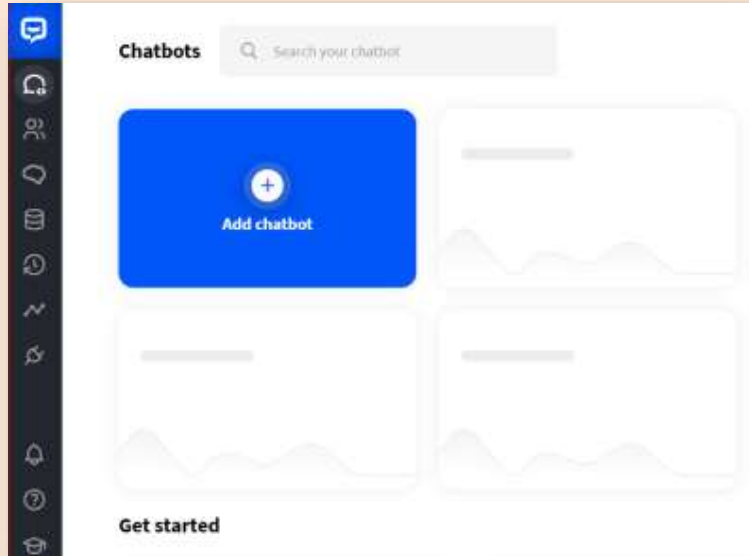
Business email
suzana.mikulic@skole.hr

Password

Create account



Adding the new project (Chatbot):



 ChatBot

Setting Chatbot



Chatbot Dashboard

Set up your chatbot

Train your chatbot with data, use our ready-to-use templates or start from scratch.



Blank Bot

Create a blank chatbot, which you can train and customise later.



Website

Train your website's content to get answers to popular user questions.



Zendesk

Train your Zendesk help-center articles to answer customer questions.



Knowledgebase

Train your Knowledgebase articles to answer customer questions.



Customer Service Bot

Answer popular customer questions 24/7.



Job Application Bot

Automate sourcing candidates to speed up your hiring process.



FAQ Bot

Answer frequently asked questions with a chatbot and save your time.



Lead Generation Bot

Support customers around the clock to close sales.



Online Quiz Bot

Engage your customers with a chatbot quiz tailored to your needs.



Sales Bot

Sell your products directly from the chat window.



University Bot

Automate your communications and administrative processes.



Customer Satisfaction

Automate collecting surveys to capture the voice and opinions of your customers.



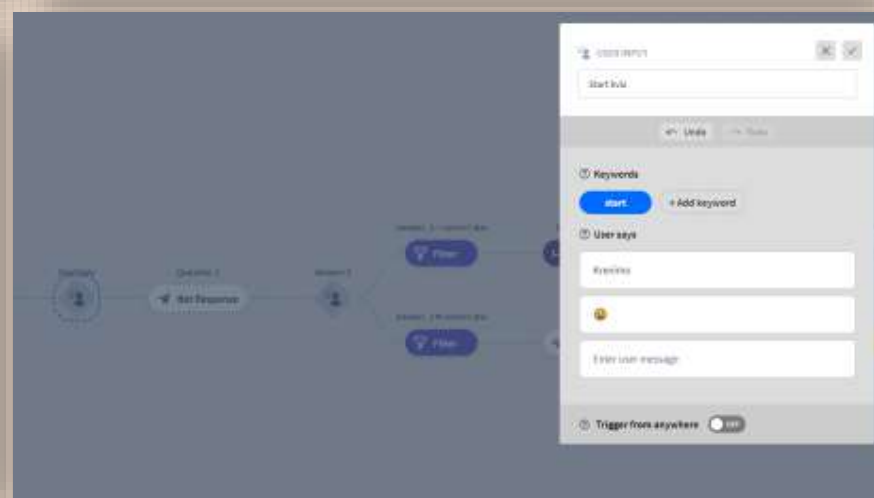
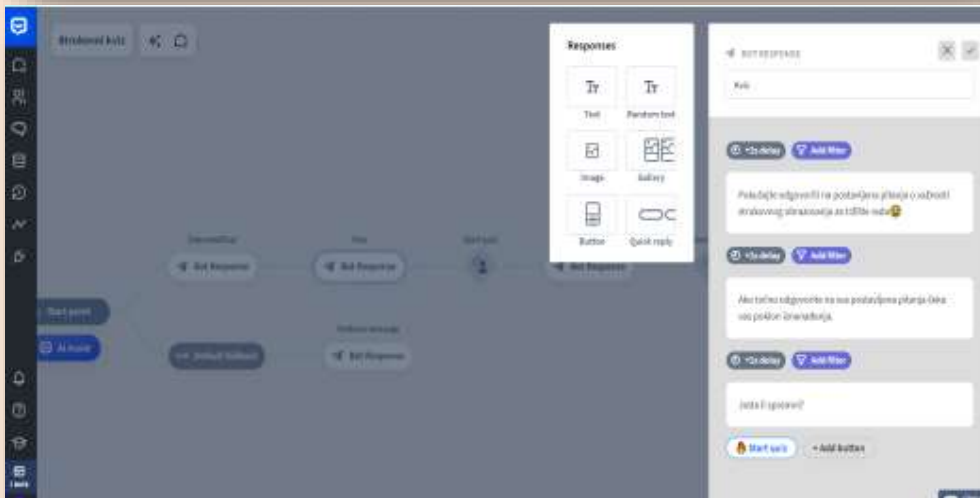
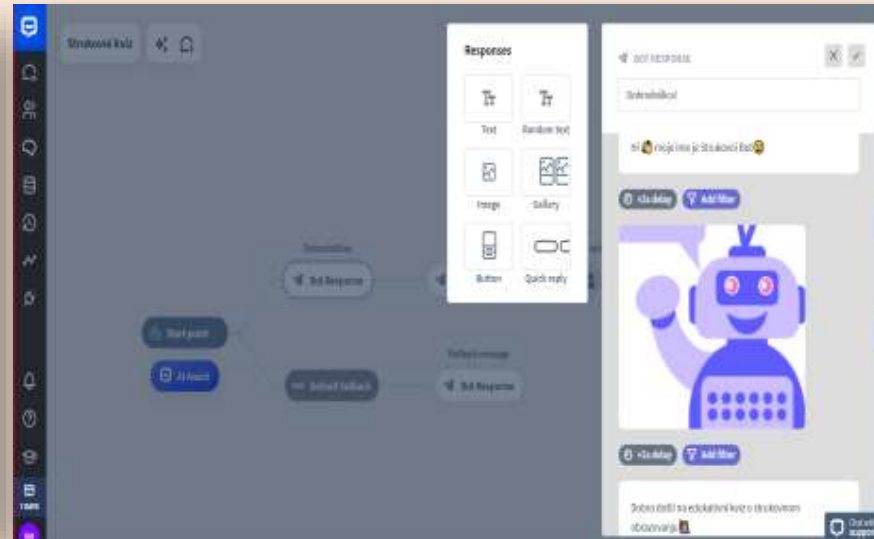
Create Freshdesk Tickets



Create Helpdesk Tickets



ChatBot





Struktura koda

Responses

- Text
- Random text
- Image
- Gallery
- Button
- Quick reply

Bot RESPONSE

Plasirje 1

Plasirje 1

Struktura odgovorov uporabnika

daljša Sklepanja

od a do z

odje

Show tip

Add button

Struktura koda

Responses

Plasirje 1

Plasirje 2

Plasirje 3

Plasirje 4

Plasirje 5

Plasirje 6

Plasirje 7

Plasirje 8

Plasirje 9

Plasirje 10

Plasirje 11

Plasirje 12

Plasirje 13

Plasirje 14

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Plasirje 99

Plasirje 100

Struktura koda

Responses

- Text
- Random text
- Image
- Gallery
- Button
- Quick reply

Bot RESPONSE

Odgovor na Plasirje2

Praktične nastave porade uporabnika da bi je razumel
kako funkcije krogoviti kaže uče u učbeniku funkcije teje
u stvarnem svetu.

Struktura koda

Responses

- Text
- Random text
- Image
- Gallery
- Button
- Quick reply

Bot RESPONSE

Hi!

Smiley face

Hi, my name is Maja! 🤖



Bot

Online



Bot

Hi 🤖 My name is Expert Bot. 😊

Welcome to the educational quiz
about vocational education 🤖Try to answer the questions asked about the
importance of vocational education
for the labor market. 😊

Add integration



Chat Widget

[Connect](#)

Chat Widget settings

General Appearance Greetings Publish

Welcome screen



Bot name

Strukovni Bot

Description

Zahtevati strukovno obrazovanje

Powered by



Test field



Social media



<https://www.facebook.com/your-name>



<https://www.linkedin.com/your-name>

Cancel

Save

Welcome Chat Minimized Live Preview



Strukovni Bot

Online

Zahtevati strukovno
obrazovanje

Start chat

Powered by ChatBot

Connected

Chat Widget settings

General Appearance Greetings Publish

How to install Chat Widget

1. Copy this code and paste it before the closing `</body>` tag on every page of your website.

```

<!-- Start of ChatBot (www.chatbot.com) code -->
<script type="text/javascript">
  window._fbq = window._fbq || [];
  window._fbq.push(['track', 'pageview']);
  (function() {
    var fbq = document.createElement('script'); fbq.type =
    'text/javascript'; fbq.async = true;
    var s = document.getElementsByTagName('script')[0];
    s.parentNode.insertBefore(fbq, s);
  })();
</script>
  
```

[Copy minify code](#)

2. Reload your website. The Chat Widget should appear in the bottom corner of a page.

[Install WordPress Plugin](#)

Cancel

Save

Welcome Chat Minimized Live Preview



Strukovni Bot

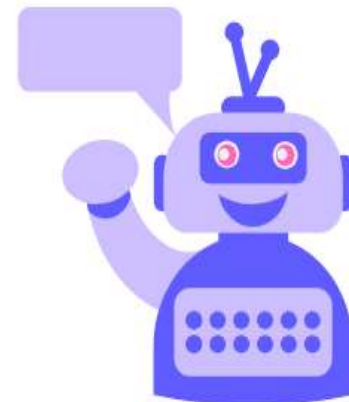
Online

Zahtevati strukovno
obrazovanje

Start chat

Powered by ChatBot

Connected



Vocational Bot

Sinergy:

Creating a complete business experience



He runs a simulated company. AI is the connective tissue that enables a true, cross-curricular simulation of modern business, preparing students for the 21st century workplace.

Conclusion...

Erasmus + „Vocational Competencies Without Borders“

Erasmus+
Enriching lives, opening minds.



AGENCY FOR
MOBILITY AND
EU PROGRAMMES



Co-funded by
the European Union

Chatbot like Smart School Assistant

Your smart helper
for school – always with you!



Who am I?

I am your AI School
Assistant who helps you
quickly, easily and
reliably!



WHAT CAN I HELP YOU WITH?



ANSWER QUESTIONS
Quick answers to your
questions about lessons,
homework and school
rules.



STAY ORGANIZED
Reminders for deadlines,
tests and important
school events.



SUPPORT IN STUDYING
I explain topics, suggest
resources and help you
understand better.



LET'S TALK
Talk to me about ideas,
projects or anything
school-related.



NEEDS/ORGANIC HELP
I can help in different
languages – whenever
you need.



PRIVACY & SAFE
Your data is protected.
You can trust me!



Literature

1. Artificial Intelligence, UNESCO, <https://en.unesco.org/artificial-intelligence>
 2. D. Nardo (2023), ChatGPT Made Simple: How Anyone Can Harness AI To Streamline Their Work, Study & Everyday Tasks To Boost Productivity & Maintain Competitive Edge By Mastering Prompt Engineering <https://www.goodreads.com/book/show/198999585-chatgpt-made-simple>
 3. Lucas Foster (2023), Chat GPT Bible, Developer and Coder Special Edition: Enhancing Coding Productivity with AI-Assisted Conversations <https://www.goodreads.com/book/show/198999585-chatgpt-made-simple>
 4. <https://www.chatbot.com/blog/chatbot-guide/>
- 

Evaluation:

<https://forms.office.com/e/ZCfKKS9V7k>



Thank you
for
attention!

