

PRAXISKZN

Enterprise Software Solutions

GRANT MANAGEMENT SYSTEM MODULES

AI Grant Application Assistant

Always Available | Instantly Helpful | Application-Ready Guidance

Empowering Applicants to Submit Better Grant Applications

For many organisations and individuals, applying for grant funding is a daunting process. Navigating complex application forms, understanding eligibility requirements, articulating project objectives, and structuring a compelling budget narrative demands expertise that first-time — and even experienced — applicants often lack.

The result is avoidable rejections, incomplete submissions, and significant administrative burden on your grants management team as they guide applicants through the process manually.

PraxisKZN's AI Grant Application Assistant, embedded directly within the Grant Management System (GMS) applicant portal, changes this entirely. The AI chatbot provides instant, intelligent, context-aware guidance to applicants at every stage of their application — 24 hours a day, 7 days a week.

*"The **AI Grant Application Assistant** acts as a knowledgeable guide standing alongside every applicant — answering questions, clarifying requirements, and helping them put their best case forward. Fewer incomplete applications. Fewer support calls. Better quality submissions."*

What the AI Grant Application Assistant Does

The assistant is available to applicants throughout the entire application lifecycle — from initial enquiry through to final submission. It understands the specific requirements of your grant programme and provides guidance tailored to the application form the applicant is completing.

Core capabilities include:

- Answering questions about eligibility criteria and programme requirements
- Explaining what each section of the application form requires
- Providing guidance on how to describe project objectives, activities, and intended outcomes
- Explaining budget categories and assisting in completing the funding request
- Flagging incomplete or potentially non-compliant sections before final submission
- Providing guidance in plain, accessible language — reducing reliance on jargon

The Applicant Experience — In Action

A note about Tiers

We have classified our offerings into Tiers in terms of complexity and therefore pricing.

Tier 1 – Is immediately available and can be used immediately

Tier 2 – Is tailored to your experience and takes a short period to implement

Tier 3 – Requires a lot more effort and work and is very tailored to your needs and requires both teams to work together

The following illustrates a typical TIER-3 interaction between an applicant and the AI Grant Application Assistant during the application process:

Applicant: I'm not sure how to describe my project innovation. What should I include in that section?

AI Assistant: The Innovation section should explain what makes your project different from existing approaches. Consider describing any new methods, technologies, or partnerships you are introducing, how your approach addresses a gap that has not been tackled before, and what measurable difference your innovation is expected to achieve for your target community. You do not need to be a technology company to qualify — social innovation counts too.

Applicant: My budget includes staff costs. Do I include salaries in the development budget?

AI Assistant: Yes — staff costs directly related to project delivery can be included in your development budget. Please ensure you itemise each role, the percentage of time allocated to the project, and the associated cost. Staff costs that are purely administrative or overhead in nature should be categorised separately under operational expenses.

The Value for Your Organisation

24/7 Applicant Support

The AI assistant is available around the clock, ensuring applicants in different time zones or with non-standard working hours receive immediate help without waiting for business hours.

Reduced Administrative Load

Dramatically reduce the volume of repetitive enquiries your grants team receives. Staff can focus on strategic work rather than answering the same application questions repeatedly.

Higher Quality Submissions

Guided applicants produce more complete, better-structured applications. This reduces the time reviewers spend requesting clarifications and following up on incomplete submissions.

Inclusive & Accessible

Plain-language responses make the application process more accessible to first-time applicants, community organisations, and non-English-speaking applicants — broadening your reach.

Controlled & Compliant

The assistant only provides guidance based on your programme's approved documentation and criteria. It does not make funding recommendations or commitments on behalf of your organisation.

Interaction Analytics

All chatbot interactions are logged within the GMS, giving your team insight into which questions applicants ask most frequently — enabling continuous improvement of your application process.

Integration with the PraxisKZN GMS

The AI Grant Application Assistant is built as a native module within the PraxisKZN GMS applicant portal. It requires no separate login, no third-party chat platform, and no changes to your existing application form structure. Configuration is handled entirely by the PraxisKZN implementation team.

Technical highlights:

- Configurable per grant programme — the assistant understands the specific requirements of each funding window
- Knowledge base is maintained by your grants team within the GMS admin portal — no technical expertise required
- The chatbot distinguishes between general guidance and programme-specific rules, preventing incorrect advice
- Escalation pathway built in — if the AI cannot answer a question, it directs the applicant to contact your support team
- Full conversation history is accessible to authorised GMS administrators for governance and audit purposes

AI Grant Application Assistant Tiers

	Tier 1	Tier 2	Tier 3
Chatbot			
▪ Assistant for lifecycle of application (enquiry through to final submission) in plain, accessible language	✓	✓	✓
▪ Tailored guidance specific to grant programme		✓	✓
▪ Answering eligibility criteria and programme requirements queries	✓	✓	✓
▪ Application form input guidance		✓	✓
▪ Guidance on budget categories and completing funding request	✓	✓	✓
▪ Flagging incomplete sections before final submission	✓	✓	✓
▪ Flagging non-compliant sections before final submission		✓	✓
▪ In-depth interaction between applicant and the <i>AI Grant Application Assistant</i>			✓
▪ 24/7 Applicant Support	✓	✓	✓
▪ Reduced Administrative Load	✓	✓	✓
▪ Higher Quality Submissions	✓	✓	✓
▪ Inclusive & Accessible	✓	✓	✓
▪ Controlled & Compliant	✓	✓	✓
▪ Interaction Analytics			✓
▪ Chatbot configurable per grant programme			✓
▪ Chatbot Knowledge Base	✓	✓	✓
▪ Chatbot guidance using programme-specific rules			✓
▪ Escalation pathway	✓	✓	✓
▪ Access Full conversation history		✓	✓

Chatbot Notes:

Tier 1 is a static chatbot that answers FAQ's. This is option based.

Tier 2 can answer questions to some level of complexity. The chatbot has some AI integration and is also option based.

Tier 3 is fully integrated into the bespoke AI system and will respond in full. This will be detailed and interactive.

Ready to Modernise Your Grant Application Experience?

Contact your PraxisKZN account manager to arrange a live demonstration of the AI Grant Application Assistant within your GMS environment.

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