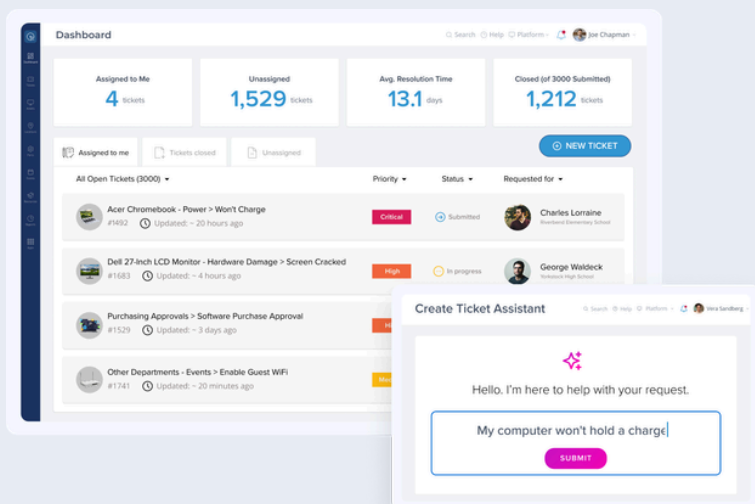




# Resolve tickets 30% faster with an AI-powered help desk

Simple for teachers. Clean data for IT.



## Designed specifically for K-12

iiQ Ticketing simplifies requests, resolves issues faster, reduces back-and-forth, and gives IT leaders clear data visibility.

The result? Reliable operations and the insight needed to plan proactively and strengthen long-term strategy.



### Faster resolution

Protect instructional time with AI-powered support that speeds up workflows by capturing the right information up front, automating routing, and guiding users to faster resolution.



### Increased capacity

Reclaim IT bandwidth with automated workflows that reduce manual triage. More reliable data streamlines daily support, creating efficiencies and freeing teams to focus on strategic priorities.



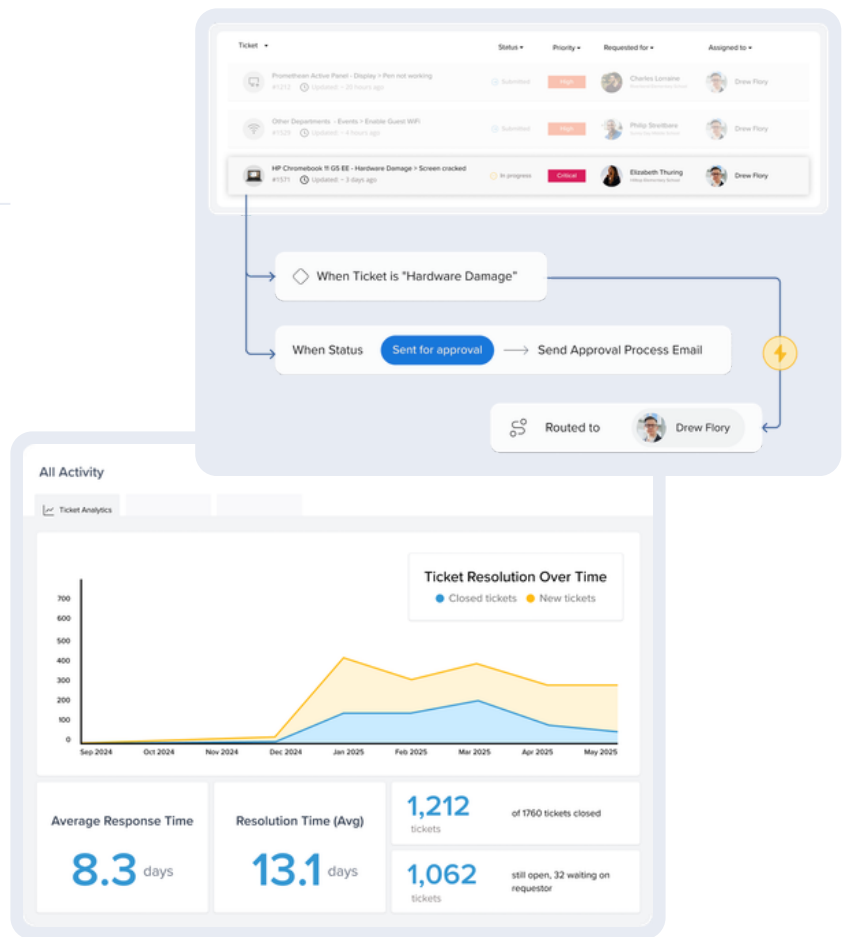
### Strategic visibility

Strengthen decision-making with reporting that provides actionable insights. By surfacing volume, response time, and issue trends, leaders can anticipate demand and operational needs.



## Operational efficiency built for K–12 complexity

- AI-powered ticket support
- Ticket management
- Workflow automation
- Role-based approvals
- SIS & MDM integrations
- Customizable dashboards
- Reporting & analytics
- Asset check-in/checkout
- Self-service knowledge base
- Mobile access



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The fact that Incident IQ was designed for schools shows through and through. It's intuitive, and users are able to navigate the system on their own with very little training.

**Phil Lacey**

Director of Instructional Technology,  
Niles Township High School District, IL



Learn how [iiQ Ticketing](#) strengthens IT operations through AI-powered automation and real-time data that informs strategic planning.

**Book a demo**