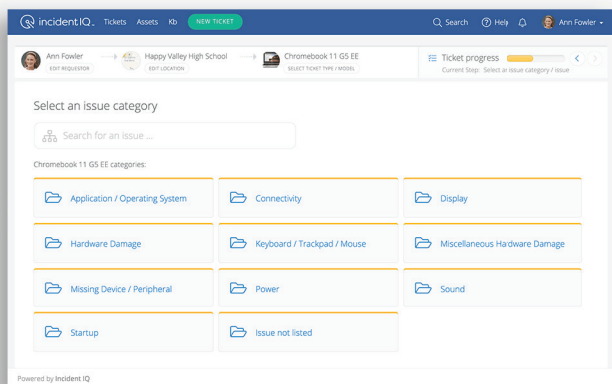
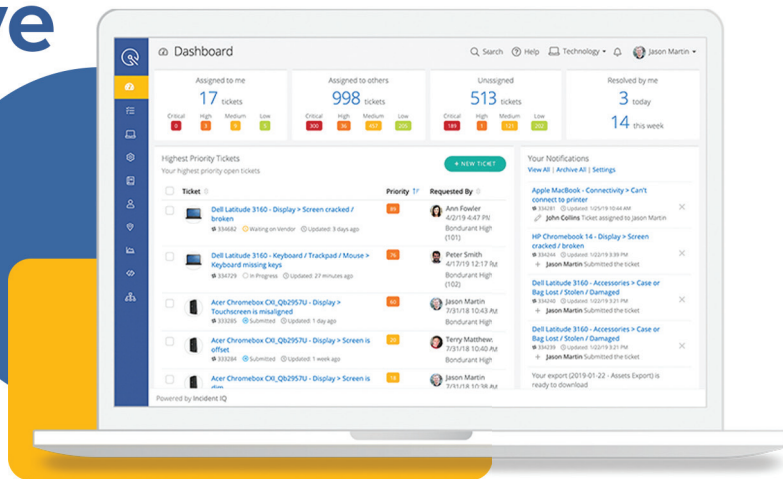


# Powerful, intuitive help ticketing built for K-12.

From replacing a student Chromebook to reporting a wifi outage, iiQ Ticketing is the easy-to-use help ticketing system that unlocks superior classroom support.



## TICKET WIZARD

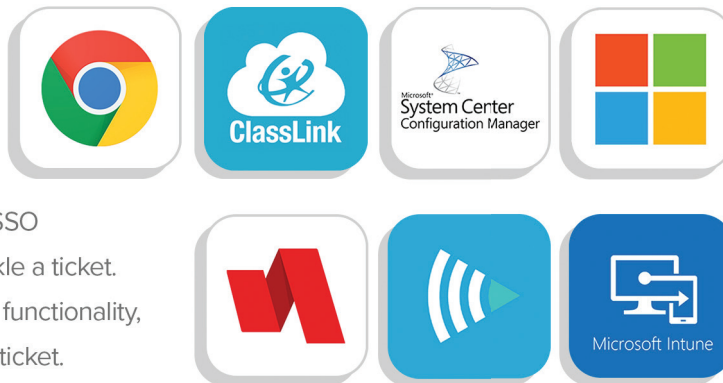
# Submit help tickets in seconds.

iiQ Ticketing has a simple user interface that helps users quickly select from tailored issue categories. Users can access commonly-used hardware and software via Quick Tickets, which helps get support requests submitted in seconds.

## API-DRIVEN INTEGRATIONS

# Receive and resolve data-rich tickets.

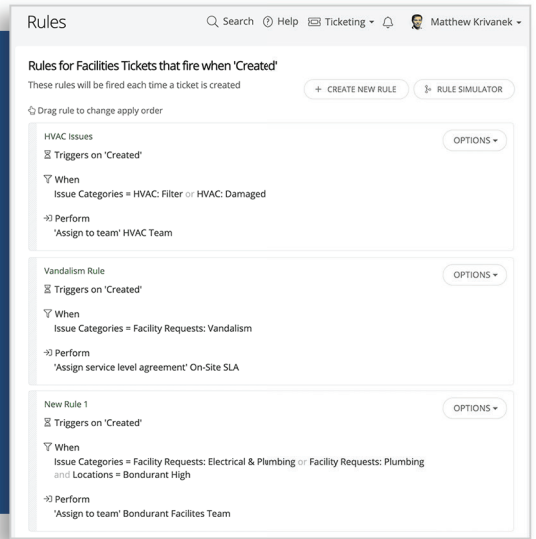
iiQ Ticketing integrates with your district's SIS, MDM, and SSO solutions, so technicians have all the info they need to tackle a ticket. The API-driven integrations also unlock advanced support functionality, like remotely locking a student device directly from a help ticket.



## RULES ENGINE

# Automations get tickets assigned quickly.

Automatically route tickets to teams and technicians based on issue type, location, and more. Elevate tickets based on priority and instantly apply SLA metrics based on issue type—no coding required.



## INCIDENT IQ MOBILE

# Manage support requests from your mobile device.

Incident IQ Mobile for iOS and Android contains support tools to manage your work on-the-go. Scan student devices, view asset history, work tickets, and more.

## Discover the complete Incident IQ platform:

A suite of support tools that help K-12 IT teams get more done.



### iiQ Assets™

Modern asset management tools that power student device management in schools nationwide.



### iiQ Events™

Manage room reservations, approvals, and preparation workflows with tools built for K-12 event management.



### iiQ Facilities™

Powerful, straightforward work order tools built for K-12 maintenance teams.



### HR Service Delivery™

Manage district onboarding, form creation, HR requests, and more.

“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, Illinois