



## Aiding App can help you:

- Resolve support requests faster with AI-assisted workflows.
- Monitor service levels and prioritize issues before they escalate.
- Give students and staff a single place to submit tickets across the campus.
- Capture and classify everyday questions with AI-intake so agents can deliver the right solution faster.
- Consolidate email, chat, and portal conversations into one unified queue.
- Provide self-service knowledge articles so users can solve problems instantly.
- Monitor service quality with out-of-the-box CSAT and NPS dashboards.
- Enterprise-grade security with ISO 27001, ISO 42001, HIPAA and SOC 2 compliance, audit logs, and role-based access controls.

## Purpose-Built for Colleges

Aiding App delivers a modern, cloud-based help desk engineered for higher education. The platform combines automation, analytics, and accessibility so campus teams can provide world-class support without increasing headcount. Intuitive configuration and rapid setup make deployment simple and let staff tailor the system to campus needs without custom development.

### AI-Powered Service Desk

Suggestions driven by artificial intelligence surface relevant solutions in real time. Automated summarization and smart routing free agents to focus on complex issues. The result is higher productivity and more problems resolved on first contact.

### Self-Service Portal and Chatbot

Students and employees can search a branded portal that hosts articles, guides, and status pages around the clock. A conversational assistant walks users through common tasks and directs them to the right resources. These self-service tools lower ticket volume and raise satisfaction.

### Campus-Wide Support Services

Every request, whether from IT, HR, or facilities, enters a single system of record. Staff configure queues, priorities, and workflows that reflect institutional policies. Comprehensive audit trails keep compliance reporting clear and transparent.

## Collaborative & Inclusive Design

Aiding App has been shaped through workshops with front-line support professionals, students, and accessibility specialists. Each release incorporates feedback from campuses of different sizes, funding levels, and student demographics. The interface remains clear for first-time users, yet powerful enough for advanced agents who manage complex queues. Inclusive language, high-contrast layouts, and keyboard navigation ensure that every person can request or deliver help with confidence. Affordability guides every design decision, enabling colleges to adopt new capabilities without overextending their budgets.

## Addressing Today's Higher Education Challenges

Colleges manage aging systems, rising expectations, and staffing challenges, all while ensuring sensitive data remains safe. Aiding App can unify requests across IT, HR, facilities, and other service teams, with automated routing to accelerate responses, which frees teams for more strategic work. Its cloud architecture scales effortlessly during peak periods without additional overhead. Real-time CSAT, NPS, and SLA dashboards reveal trends early, and industry leading security and compliance protects information and satisfies regulators.

# An Integrated Helpdesk Platform for Higher Education Success

Aiding App centralizes every support interaction across campus into one intuitive workspace. This unified view empowers staff to resolve issues quickly and consistently, enhancing the overall service experience.

## Actionable Service Insights to Drive Success

Reveal patterns in service demand with intelligent, system-wide data gathering from tickets, knowledge articles, assets, and communication channels. These insights enable your team to anticipate needs, address systemic problems, and deliver proactive support.

## Personalized Support Engagement

Design targeted outreach and automated updates that keep students, faculty and staff informed at every step of the service journey. Each message is context-aware and relevant, strengthening trust and boosting satisfaction.

## Streamlined & Data-Informed Service Management

Focus your team on high-impact work instead of busywork, by automating routing, enforcing SLA policies, and surfacing real-time dashboards.

## Committed to Compliance and Security

Canyon GBS upholds strict data protection standards so your institution can operate with confidence. Our cloud platform applies strong encryption in transit and at rest, adheres to least-privilege access controls, and undergoes independent penetration testing each year. Aiding App is ITIL-aligned and runs on ISO 27001-certified and SOC 2-compliant infrastructure that is purpose-built for higher education requirements. Detailed audit logs, role-based permissions, and secure single sign-on options align with FERPA and GLBA obligations. With Aiding App, you can scale campus-wide support without compromising privacy or regulatory compliance.



## Join the Canyon GBS Community

We invite you to join our community of innovators committed to reimagining service delivery in higher education. Together, we can remove barriers that prevent faculty, students and staff from getting the help they need.

Aiding App is more than just software; it is a partnership. Built to amplify the capabilities of your existing teams, the platform equips you with powerful automation, AI-driven workflows, and real-time analytics that complement your current processes. Together, we can address today's operational challenges while building a more responsive, service-centered future for everyone on campus.

Aiding App offers specialized tools tailored to the unique support landscape of colleges and universities.

Your staff can leverage AI-intake to triage requests, automate knowledge article suggestions, and route tickets based on skills and availability. Customizable CSAT and NPS dashboards deliver clear metrics that drive continuous improvement. Asset and change management features provide end-to-end visibility and better planning tools, while advanced reporting helps leaders allocate resources with precision. Partner with us to unlock faster resolutions, higher satisfaction scores, and lasting operational excellence at your institution.



## ABOUT CANYON GBS

Canyon GBS delivers innovative, affordable technology purpose-built to help higher education institutions run secure, student-centered operations. Our service management platform, Aiding App, unifies tickets, assets, and knowledge in a single AI-powered workspace that accelerates resolution times and elevates campus experiences. With tailored implementation, seamless integration, and hands-on training, we help your institution capture measurable value in weeks. As your trusted partner, we are committed to advancing your mission, enhancing service excellence, and supporting every learner's journey.

Learn more about Aiding App at <https://canyongbs.com/aiding-app>.

