

25,000+ Tickets, Zero Bottlenecks: How Academy District 20 Scaled Support with HappyFox

Industry - Education



About Academy District 20

Academy District 20 (ASD20) is a **public school district serving over 26,000 students**. With multiple departments handling IT, special education, and administrative support, the district required an efficient service management solution to handle its **high ticket volume and multi-team support needs**.

Challenge

Before switching to HappyFox, Academy District 20 used Kbox for years and briefly tried Cherwell. They faced several issues:

- **Fragmented ticketing system** – Managing requests across multiple channels was inefficient.
- **Limited automation** – The previous solutions lacked robust workflow automation.
- **Scalability issues** – Handling a growing number of tickets became increasingly difficult.
- **Complex setup & usability concerns** – The transition to Cherwell proved cumbersome, leading to inefficiencies.

With over 25,000 tickets processed annually, ASD20 needed a scalable, user-friendly, and automation-driven help desk solution.

Implementation

Academy District 20 transitioned to **HappyFox Help Desk** due to its:

- **Omnichannel ticketing** – Consolidating tickets from **email, phone, forms, and APIs** into a single dashboard.
- **Quick & seamless setup** – Teams started using it almost immediately with minimal friction.
- **Custom ticket forms & queues** – Allowing precise data collection and intelligent ticket routing.
- **Microsoft Teams integration** – Agents were notified of new tickets and updates directly within Teams, improving response efficiency.

The rollout was phased, starting with IT and later expanding to Special Education and Central Registry.

Why HappyFox?

Ease of Use

Omnichannel Ticketing

Automation Capabilities

Customization

Knowledge Base

Strong Customer Support

Results

Since implementing HappyFox, Academy District 20 has achieved:

- **25,000+ tickets managed annually**, ensuring no requests fall through the cracks.
- **Faster resolution times**, with automated ticket assignment and categorization.
- **Consistent student and staff support** through a centralized knowledge base.
- **Improved agent productivity** by reducing ticket transfers and manual work.

Conclusion

By switching to HappyFox, Academy District 20 eliminated inefficiencies, automated workflows, and gained complete visibility into support operations. With omnichannel ticketing, smart automation, and seamless Microsoft Teams integration, the district now handles 25,000+ tickets annually with ease—ensuring faster response times, reduced agent workload, and improved service quality.

Our Experience

Academy District 20 found HappyFox's ease of use, automation, and reporting capabilities instrumental in streamlining service management. The ability to quickly set up custom ticket queues, automate workflows, and centralize ticket handling significantly improved internal operations.

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HappyFox has been a game-changer for our district. The ease of ticket queue setup, automation of tasks, and powerful reporting capabilities have made our support operations much more efficient.

Chris Eggleston

Director of IT - Application and Data Services , Academy District 20