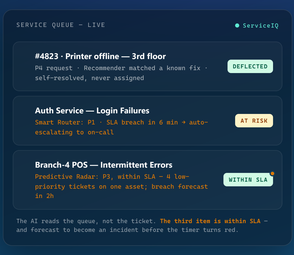
SERVICE & INCIDENT INTELLIGENCE

Requests get lost. Incidents escalate. Nobody sees either coming.

One AI-native service platform that runs entirely inside Microsoft 365 — everyday requests and high-stakes incidents on the same queue, with agentic AI that triages, deflects, routes and *forecasts breaches* before the SLA timer turns red.

60% faster resolution & MTTR · 100% SLA tracked · In your tenant · Zero per-agent fees



THE GAP TODAY

Requests live in inboxes. Escalation lives in tribal knowledge. Root cause lives in nobody's job.

Routine volume swamps the team
Requests buried in an overflowing inbox — no assignment, no priority, no deduplication. The everyday noise is what hides the incident that matters.

Manual triage, missed P1s
Every submission assessed by hand. By the time a genuine P1 is recognised for what it is, it has already burnt most of its SLA.

Recurring failures
Without real root-cause analysis the same incident returns month after month. No pattern detection means no prevention.

DWx ServiceIQ replaces the sprawl — and the two separate licences — with one platform inside Microsoft 365, with agentic AI that **deflects the routine and forecasts the escalations before they happen**. The engines advise; your people decide.

THE DIFFERENCE

Six agentic AI engines. Proactive, dynamic, real-time.

They don't wait for the ticket to escalate — they classify, deflect, route and forecast the moment a signal appears. Humans always make the final call.

Auto-Severity Classifier
Classifies every submission P1–P4 from its description, context and history in real time — with a transparent confidence score, so routine reads as routine and a real incident is never under-triaged.

Smart Escalation Router
Routes by category, severity, time-of-day and responder availability — the service queue in business hours, the on-call rota when a P1 lands at 02:00. Learns from past routing to cut response lag.

Root Cause Suggester ADVISORY
Analyses the incident against historical data to suggest probable root causes with confidence scores — including the repeat request that is really a symptom.

Predictive Incident Radar
Forecasts incident likelihood from request patterns, seasonality and leading indicators — a cluster of low-priority tickets against one asset is a P1 forming.

Resolution Recommender ADVISORY
Suggests steps from similar past requests and incidents, ranked by effectiveness. Routine requests get an answer the requester can action themselves; responders get proven playbooks.

Service Copilot
Ask your service and incident history in plain English — "which P1s this quarter share a root cause?" — and get the answer with the reasons, zero report-building.

THE PLATFORM

From a password reset to a P1 outage — end to end, in one place.

- **Categorised Request Forms** — IT, office & general enquiries, category-based routing
- **Incident Reporting with Evidence** — photo/video capture, location tagging, instant notify
- **Unified Priority & Severity P1–P4** — one scale, automatic SLA timers on everything
- **Routing & Automated Escalation** — by type, severity, location, department & time
- **Self-Service Knowledge Base** — routine issues resolve before a ticket exists
- **Agent Workload Balancing** — live capacity across queue and on-call rota
- **Investigation Workflow** — visual timeline builder, evidence & statements
- **Root Cause Analysis Templates** — 5 Whys & Fishbone, built in
- **Corrective Action Tracking** — owners, due dates, automated reminders
- **Closure Loop** — CSAT survey on a request, PIR on an incident
- **Dashboards & Heat Maps** — SLA compliance, resolution metrics & MTTR benchmarking
- **DWx Suite Integration** — FacilitiesIQ, SHE & CI, Risk & Audit — zero re-keying

WHY DWX

What third-party service SaaS can't do.

Compared with the tools most teams bolt on around Microsoft 365 — ServiceNow, Jira Service Management, Zendesk and Freshdesk for requests; PagerDuty and Opsgenie for incidents.

Capability	DWx ServiceIQ	Third-party service & incident SaaS
One product for service requests *and* incidents	Yes	Two licences
Runs inside your Microsoft 365 tenant	Yes	No
Zero service or incident data leaving your environment	Yes	No
Priced per tenant — no per-seat or per-agent fees	Yes	No
Agentic AI triage, deflection & breach forecasting	Yes	No
AI root-cause suggestions & smart routing	Yes	No

THE ROI CASE

Measurable impact from day one.

Faster resolution, less routine reaching an agent, fewer repeat incidents, predictive prevention. Every request and every incident carries an SLA timer from classification — 100% tracked, breaches escalate, all auditable.

60%↓ **Faster resolution and MTTR**
AI classification, smart routing and resolution recommendations compress the lifecycle from hours to minutes.

90%↑ **Self-service adoption**
The knowledge base and Resolution Recommender deflect routine issues before they ever become a ticket.

45%↓ **Reduction in incident recurrence**
AI root-cause analysis and tracked corrective actions break the cycle of repeat failures.

80%↑ **Predictive forecasting accuracy**
The Incident Radar reads leading indicators and seasonality to flag risk before it lands.

WHO IT'S FOR

A tailored view for every seat at the table.

EMPLOYEE
Submit, track & self-serve
> *"I emailed IT three days ago and have no idea if anyone is working on it. I just want to know the status — or better, the answer."*

AGENT & RESPONDER
Smart routing & faster resolution
> *"I have 40 tickets across three channels — and when a P1 lands I need to know what to do, who to call, and what worked last time. Instantly."*

SERVICE DELIVERY & OPS
SLAs, trends & prevention
> *"Show me where the next failure will land, prove our MTTR and SLA compliance are improving, and stop making me build the report by hand."*

ENTERPRISE-GRADE · MICROSOFT-NATIVE

It runs in your tenant. Microsoft bills you directly.

Built on Azure OpenAI with no black-box dependencies and no data lock-in. ServiceIQ runs in your Azure subscription in South Africa North — your service and incident data never leaves your environment, and you remain the data controller.

Azure paid direct to Microsoft. First Digital does not mark up Azure.

Azure OpenAI · GPT-4o · SharePoint Online · Microsoft Teams · Microsoft Graph · Azure Functions · .NET 8 · SPFx · React · Fluent UI

~R9k
INDICATIVE AZURE / MONTH
MEDIUM-BAND DEPLOYMENT

See it deflect your routine and forecast your next breach.

Stand ServiceIQ up in your tenant, on your real queue. Two weeks to watch the routine resolve itself — and the AI flag an incident before the SLA timer turns red.

Book a discovery call →

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