Atlassian Jira Service Desk Enterprise v4.1.0

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Jira's service desk enables teams to provide excellent service encounters and guarantees that your employees and clients can get help immediately.

It is not actually a"this vs. that" situation since Jira Service Management comprises all Jira Service Desk's performance with wealthier ITSM capabilities. Jira Service Desk is currently a part of Jira Service Management.

How can we get here? We made Jira Service Desk in 2013, once we noticed that almost 40 percent of our clients had accommodated Jira to deal with service requests. Countless teams handled asks via service desks, reduced manual effort, and set up workflows across their businesses in HR and lawful departments.

Happy, effective teams: Configure an instinctive self-service portal site so that your workers have a single place to go to get help quickly. Easily twist-up support desks that match unique staff requirements. Leverage Confluence for a knowledge base to react to and solve incoming requests quicker.

A unified perspective of performance: Triage, monitor, and delegate incoming requests from several resources with queues and SLAs. With conversational ticketing, workers can seek assistance straight from Slack, and brokers can monitor all of the information that they want in Jira Service Management. Gain complete context on client needs through related issues and related Insight assets.

Provide exceptional service encounters: By bringing growth and IT support groups together on a single stage, it's simple to collaborate across groups to address issues quickly. When workers or clients report issues or incidents, you may easily innovate and route them into the ideal growth and operations groups to squash bugs, solve incidents, react to changes, and provide exceptional support quickly.

Service desk: ensure it is effortless for every single team to twist up an agency desk. Showcase services via an easy, intuitive portal make it effortless for the employees and clients to get aid quickly and allow the teams to streamline work.

Request queues: Bring collectively asks from email, chat tools, your support desk, along with other stations. Configure queues to monitor, triage, and delegate incoming orders. Group similar tickets and make it simple to categorize support requests, events, issues, and adjustments.

Self-service: Empower workers to locate answers to common questions with a self-explanatory portal site—leverage Confluence for a knowledge foundation that surfaces pertinent articles to divert requests. Your workers now get the aid they want without needing to engage with a broker.

Service Level Agreements (SLAs): Establish as numerous SLA policies as required to keep an eye on deadlines based on elapsed time or ask classes. Resolve requests based on priorities, and utilize automated escalation guidelines to inform the ideal team members and protect against SLA breaches.

Reviews and Reviews: Dive into client satisfaction reports to better understand your clients and enhance service with an easy, built-in tool for gathering opinions. Monitor and optimize your group's job with slick reports and dashboards.

Saved from Slack and Microsoft Teams: Help users make a two-way relationship involving Slack or Microsoft Teams and Jira Service Management discussions. Employees do not need to depart Slack to find the aid they want, and brokers receive all of the information they need right in Jira Service Management.

Request Management: Handle work across groups with a single-stage so that your employees and clients quickly get the assistance they want.

Incident Management: Bring your development and IT operations teams collectively to quickly respond to, solve, and

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always learn from events.

Change Management: Enable your IT operations groups using richer contextual information around changes from applications development tools so that they can make better choices and minimize danger.

Asset Management: Store resources in Insight to handle inventory effectively, monitor ownership and lifecycles, and decrease prices.

Configuration Management: Gain visibility into the infrastructure which supports critical software and solutions. Utilize Insight to understand support dependencies, so it's possible to minimize danger.

Knowledge Management: Leverage Confluence for an open-minded method of knowledge management. Foster team collaboration across ITSM practices.

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