**ATLASSIAN**

Only visible to you                                        ✕

- Major incident created due to increase in access error on online banking.
- @Jie Yan Song checked the logs.
- Team have attempted to roll back changes, incident still persist.
- Team is now trying to restart the underlying infrastructure.
  📄 Server Overload Incident Response Runbook

✳ summarized by Atlassian Intelligence

# Guide to Atlassian Intelligence and Jira Service Management

Harness the power of artificial intelligence to deliver high velocity service in Jira Service Management

# Accelerate your service management with Jira Service Management and Atlassian Intelligence

> **ℹ What is Atlassian Intelligence?**
>
> Atlassian Intelligence is a collection of AI-powered capabilities across Atlassian cloud that helps companies and teams accelerate productivity, drive action, and unlock insights. It leverages artificial intelligence developed internally and from OpenAI.

Wouldn't it be nice to have an on-demand resource to expertly handle support requests from your employees or customers? Something that could take all the mundane tasks off your plate without you ever having to think about them?

With artificial intelligence now integrated into Jira Service Management, you have that resource. Your new AI-powered teammate is ready to help you:

- **Get up to speed:** Summarize issues and lengthy comment histories to bring stakeholders up to speed and quickly resolve incidents or requests.

- **Improve communication:** You'll be able to use generative AI in the issue editor to create or transform content. From fixing typos and mistakes to summarizing instructions or changing the tone, you can deliver fast, clear responses.

- **Deliver great service anywhere:** Support your remote workforce, or even customers all over the world, with a virtual agent that automates responses quickly and delivers relevant context and resources, such as knowledge base articles, to proactively resolve service requests.

> 🔍 Let's dive in and explore Jira Service Management with Atlassian Intelligence.

# Raising the standard in IT Service Management

Service Management empowers teams with everything they need to get started fast. With powerful capabilities for request, incident, problem, change, and configuration management, Jira Service Management empower high-velocity ITSM practices.

The shift to remote work helped spark the latest wave of ITSM innovation. As it grew to more than 10,000 employees around the world, Atlassian strengthened its own service desk, built on Jira Service Management, by developing and acquiring technology to create an AI-powered virtual agent. Virtual agent offers conversational support by gathering information and resolving simple requests, providing better and faster responses.

Atlassian's virtual agent provided assistance with over 50% of all incoming requests starting in the first month, resolving the issue or gathering more context for a human support agent. Over 10% of all requests were handled in Slack. Employees that interacted with the agent found it incredibly useful, rating it an average of 4.5 out of 5 on customer satisfaction scores. And the company saved 500 hours - critical for an organization triaging an average of 30,000 tickets monthly and passing a sizable enterprise stress test.

> **66** As a very small team, using AI answers is like having an extra person.
>
> **MARTIN BRIGNALL –** DEVELOPER TOOLING SPECIALIST, OVO ENERGY

## The virtual agent your team needs

Today, Jira Service Management's AI-powered virtual agent helps teams automate support requests and interactions right in Slack to deliver fast, always-on, conversational service to free up agent time - and deliver exceptional service at scale.

Virtual agent automates requests in two ways, depending on the complexity your organization requires: pre-defined intent conversation flows and AI answers powered by Atlassian Intelligence, which uses generative AI to search across your linked knowledge base spaces and answer your customer questions.

With a best-in-class Natural Language Processing (NLP) engine, virtual agent analyzes and understands intent, sentiment, and context to personalize interactions and deflect issues so agents can free up time to focus on the work that matters. For more complex requests that need a human touch, the virtual agent seamlessly opens a ticket and routes the conversation, context and all.

The virtual agent delights help seekers with 24/7 self-service support, and supercharge your service frontline by automating Tier 1 support issues.

## Get up to speed, fast

You can use Atlassian Intelligence to quickly summarize critical issue details, long descriptions and numerous comments on a Jira Service Management issue. Bring new stakeholders up to speed, transition tickets to a new agent, and get everyone on the same page. Accelerate resolution time and get to action faster.
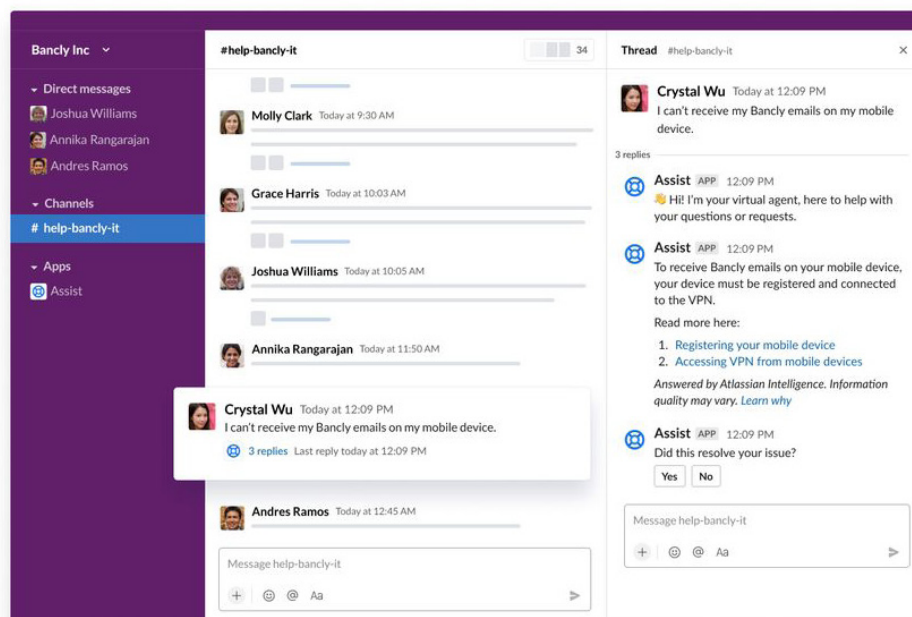
# Improve communication with generate AI

Atlassian Intelligence will also help agents create and improve responses to customers, ensuring clear and thoughtful communication between stakeholders. Using generative AI in the issue editor and native knowledge base, your agents will be able to craft better responses, fix typos, adjust their tone to be more professional or empathetic, make technical topics easier to understand, summarize a lengthy knowledge base article to provide concise instructions, and much more. Check out these use cases for generative AI:

### Brainstorm

Not sure how to start a customer response? With the brainstorm feature, Atlassian intelligence analyzes user inputs and generates suggestions for customer responses to inspire and speed up issue resolution.

### Make shorter

With the make shorter feature, Atlassian Intelligence allows you to generate concise summaries of longer responses to customers. This can be useful when you need customers to quickly understand the key points or main ideas.

### Summarize

The summarize feature helps agents condense lengthy content into a concise summary, making it easier to understand and digest. Atlassian Intelligence analyzes the input text and identifies the most relevant and important points. It takes into account factors such as the frequency of certain words or phrases, their context within the text, and any associated sentiment or importance.
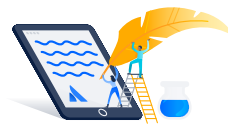
### Improve writing

The improve writing feature in Atlassian Intelligence helps agents enhance their writing skills by providing suggestions. These suggestions may include grammar corrections, word choice recommendations, formatting, and more. Alongside the suggested improvements, Atlassian Intelligence offers explanations and reasoning behind each suggestion as well.

### Summarize

The fix spelling and grammar feature in Atlassian Intelligence helps you identify and correct spelling and grammar mistakes in your customer responses. These suggestions are based on common grammatical rules and contextual analysis of the surrounding text. You have the option to accept a suggestion by clicking on it, or you can manually make changes as needed.

### Changing tone

The change tone feature in Atlassian Intelligence allows you to modify the tone of your customer response, allowing agents to adjust the style or mood of the text according to their needs. Available tones include casual, educational, empathetic, neutral, and professional to meet the needs of a variety of customer situations.

## Jira Service Management: loaded with intelligent features

Beyond Atlassian Intelligence, additional intelligent experiences built on data-driven algorithms and powerful machine learning are baked into every part of Jira Service Management.

### Intelligent ITSM features in Jira Service Management

Intelligent experiences built on powerful machine learning are baked into every part of Jira Service Management.

**SIMILAR INCIDENTS**

Surface and group similar incidents for efficient assignment and resolution.

**VIRTUAL AGENT INTENTS**

Build custom conversation flows that learn from each virtual agent interaction.

**RELEVANT KNOWLEDGE ARTICLES**

Surface relevant articles based on past work and user behavior.

**AGENT ASSIGNMENTS**

Intelligently route issues to the right person.

**SMART TRIAGING**

Automatically classify and prioritize incidents based on past issue data.

**SIMILAR REQUESTS**

Surface and group similar requests for efficient assignment and resolution.

**SMART REQUESTS**

Recommend users to tag in comments based on prior interactions.

**HELP CENTER SEARCH**

Recommend relevant resources and service desks when searching across the help center.

## Scale your service management with Atlassian Intelligence

Intelligent service management features are available throughout Jira Service Management on all pricing plans. Features powered by Atlassian Intelligence are available on Cloud Premium or Enterprise plans.

# Trust & Atlassian Intelligence

**Secure**

Powered by our trusted platform, Atlassian Intelligence keeps your data secure and private.

**Transparent**

Stay in control of your data and get visibility into how each feature works.

**Scalable**

Accelerate critical business workflows with ease across your entire organization.

Atlassian Intelligence brings the power and magic of AI into Atlassian's Cloud products. Built with our Responsible Technology Principles in mind, Atlassian Intelligence handles your data responsibly.

Atlassian Intelligence combines state-of-the-art models developed by OpenAI with the power and data inside the Atlassian platform. This provides a native artificial intelligence experience that is contextual to you, your teams, and your workflows, all in a way that respects the privacy of your data.

> **Does Atlassian share my data with any of their LLM partners to train their models or services?**
> At this time, Atlassian's third-party LLM partner is OpenAI. The data you submit and the responses you receive via Atlassian Intelligence are not used to fine-tune or improve OpenAI's models or service. Each data request is sent to OpenAI individually, over an SSL-encrypted service, to process and send back to Atlassian.
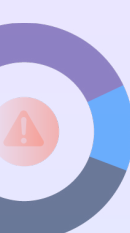>
> **Does Atlassian Intelligence use my data to serve other customers?**
> The data you submit and the responses you receive are used only to serve your experience. They are not used to train models across customers or shared between customers.
>
> **Does OpenAI store Atlassian customer data?**
> No, OpenAI does not:
> - store your data
> - use your data to serve other customers
> - use your data to fine-tune or improve OpenAI's models or service.

**Ready for a high velocity upgrade with Jira Service Management and Atlassian Intelligence?**

We're here to help you plan, implement, train and deploy.

▲ ATLASSIAN