Atlassian JIRA Service Desk

How to look at version 1.0

Presentation from 2013-11-13

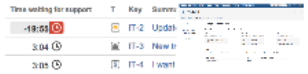
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Where JIRA Service Desk rocks

SLAs for On-Time-Service



Deploy behind the firewall

Confluence as knowledge base to deflect tickets

Queues for workload management



Ease of use in customer portal



Build on top of the power of JIRA

Real-time analytics for managers



Where you can expect improvements

Handling incoming emails

More awesomeness in customer portal (already a USP)

Better in person and phone support capabilities

Satisfaction metrics

Focus on customer support use cases

Overcome pricing issue for public facing support

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Time waiting for support	T	Key	Summa
-19:55		IT-2	Updat
3:04		IT-3	New tr
3:05		IT-4	I want

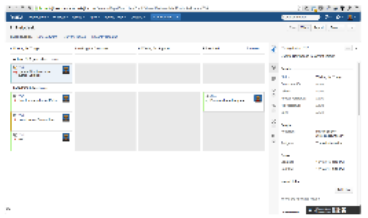


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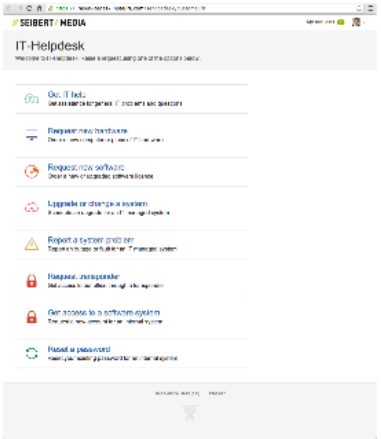
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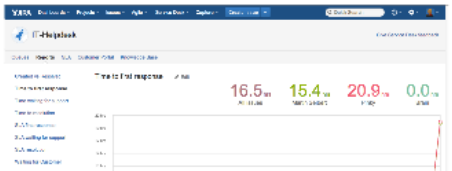


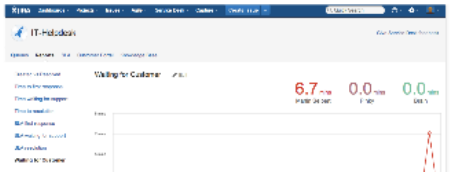
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Real-time analytics for managers

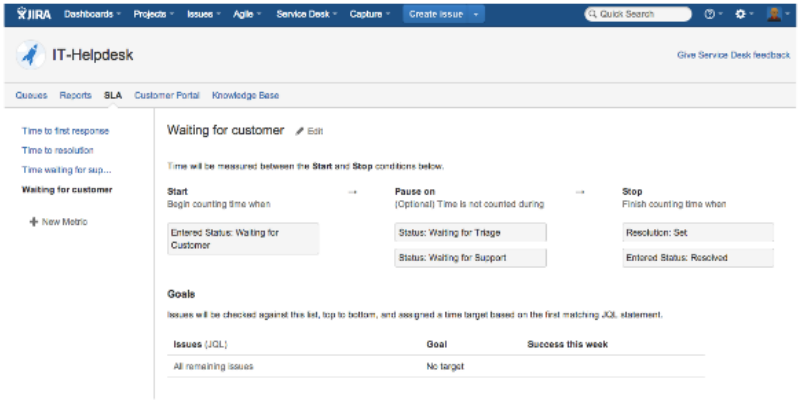




Where JIRA Ser

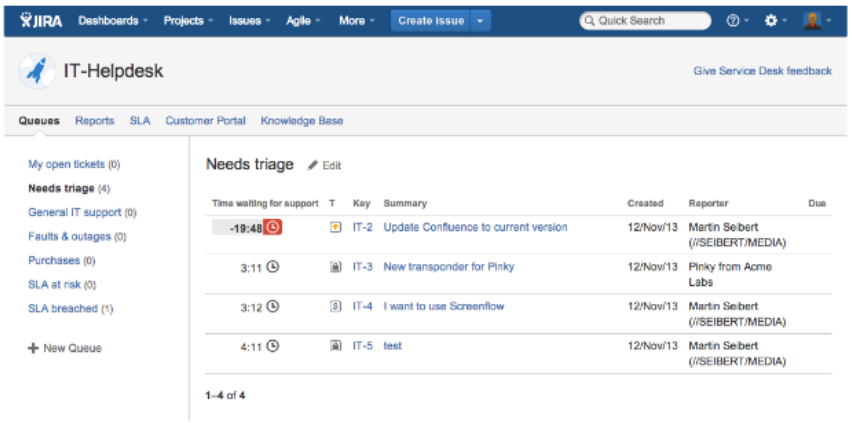
SLAs for On-Time-Service

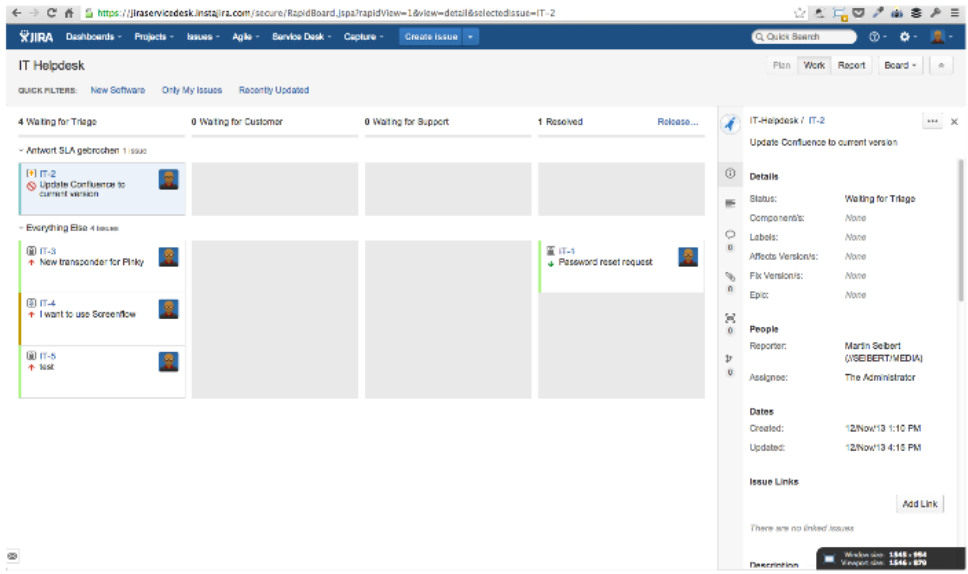
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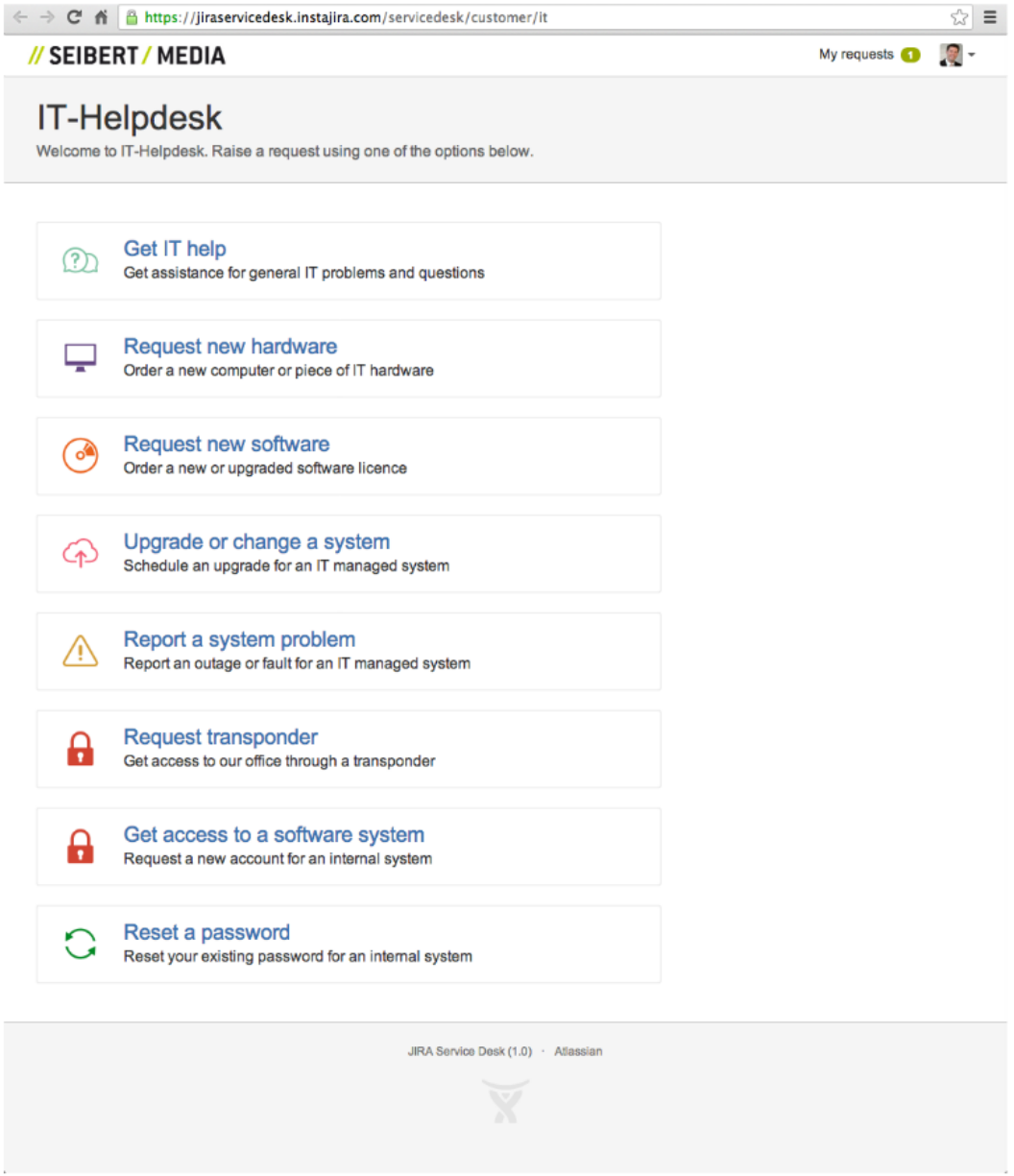




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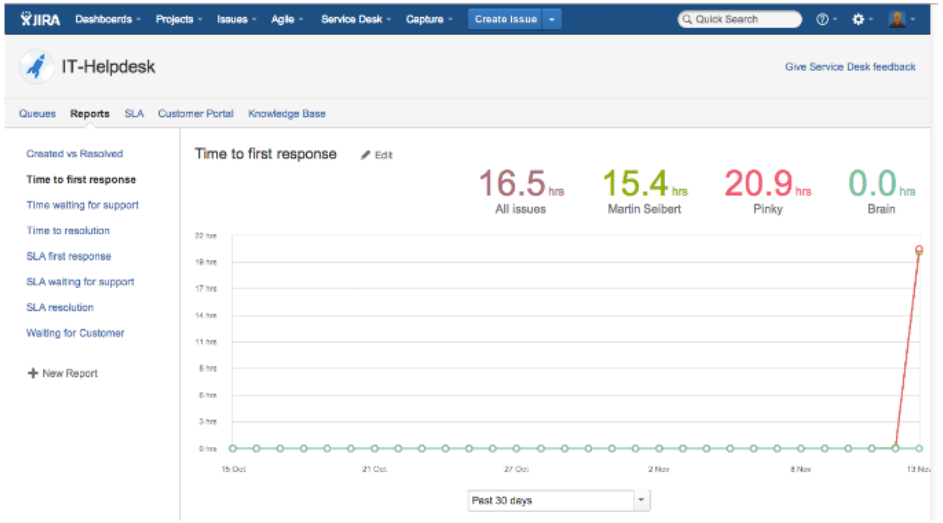
power of JIRA

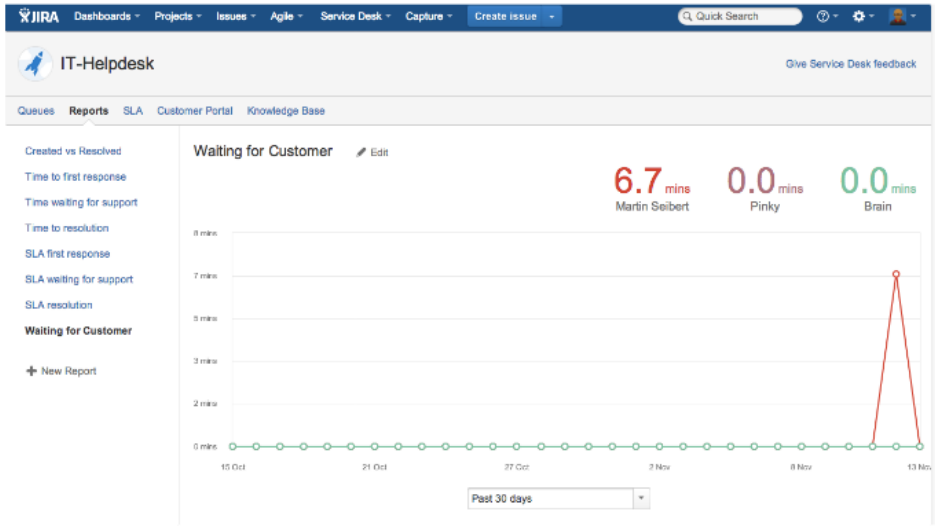
Ease of use in customer portal



the power of JIRA

Real-time analytics for managers





GmbH

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Focus on customer support use cases

Overcome pricing issue for public facing support

Can be done through value or price changes.
Please note that public support is not yet a focus!
It's not a bug. It's not yet a feature. :-)

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