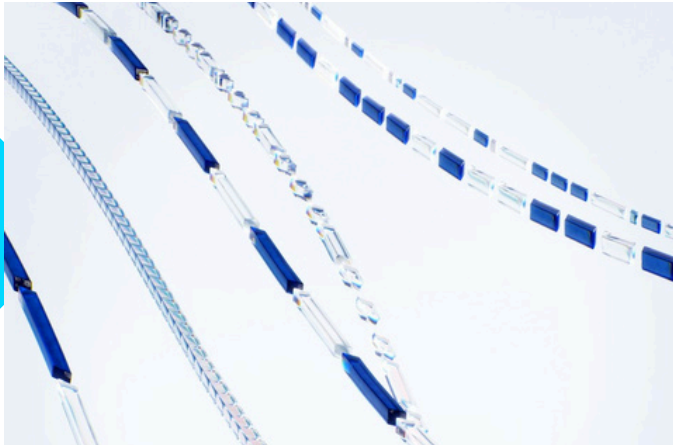


Jira Service Management Agent Academy



Discover the capabilities of Jira Service Management in our interactive half-day session, focusing on enhancing service productivity and customer satisfaction through customer portal and agent functions. Learn how Atlassian Intelligence optimizes SLA compliance and gain proficiency in knowledge management and approval workflows to efficiently manage requests and bolster service desk performance. Unlock the potential of your team with practical insights and hands-on training.

Key features:

- **JSM Environment Understanding:** Grasp the inner workings of Jira Service Management (JSM), including its structure and operational mechanisms.
- **Customer Portal Navigation:** Learn efficient navigation techniques within the customer portal, facilitating quick access to pertinent information and service options.
- **Service Request Proficiency:** Develop expertise in submitting service requests, ensuring clear and concise communication between users and service providers.
- **Agent Functionality Mastery:** Acquire comprehensive skills in agent functionalities, encompassing ticket management, customer communication, and utilization of knowledge base resources for issue resolution.
- **Knowledge Base Optimization:** Explore advanced strategies for creating, managing, and categorizing knowledge base articles in Confluence, enhancing issue resolution efficiency and empowering users with self-service capabilities.

Class outline:

- Introduction to Jira Service Management (JSM):
 - Understanding the JSM environment
- Navigating the customer portal
 - Searching for articles and requests types
 - Submitting service requests
 - Customer views of communications and workflows
- Agent functionality in JSM:
 - Overview of Jira and JSM navigation
 - Utilizing queues for efficient ticket management
 - Managing tickets: locating, updating and sharing
 - Communicating with customers: comments, notifications, and feedback
 - Using knowledge Base articles
- Building a knowledge base with Confluence:
 - Creating and managing knowledge base articles
 - Best practices for article structuring and categorization
 - Integrating knowledge base with customer portal for self-service
- Approvals in JSM:
 - Configuring approval processes for service requests
 - Managing approval workflows: single and multiple approvals

Note: This course will focus on service requests. Concepts learned here can apply to incident, problem and change management however the course will not be covering them.