

Productive service desks with Jira

Your clients expect you to realize their request and solve their problems as soon as possible. If you cannot meet their expectations, they might change to another provider. A good customer service serves as a critical success factor for satisfied customers. Jira Service Desk's modern interface contributes to simple and quick interactions with your clients. Clients only see, what they must see, while your service team can internally use terminal jargon, to quickly find a solution.

Jira Service Desk covers all essential tasks for your customer service. It includes the whole incoming and outgoing communication with the users as well as information about changes in the infrastructure and potential incidents. Apart from that, all of your support teams' activities can be monitored and additional tasks like incident management or problem management can be taken over.



Atlassian functionality concerning Service Desk

- ▶ central system for your service team and clients
- ▶ clear and highly efficient frontend for your employees
- ▶ easy, reduced, and intuitive interface for your clients
- ▶ tool support for service level agreements (SLA)
- ▶ integration with Confluence to build up a knowledge base
- ▶ make use of the complete integration into your infrastructure and avoid the risks of any unnecessary outsourcings

Our services for your service desks with Atlassian

- ▶ consulting concerning licensing and acquisition of your Atlassian licenses
- ▶ consulting and support from piloting to roll-out
- ▶ installation and implementation of Atlassian products
- ▶ masks, arrays, and workflows adjusted to your requirements
- ▶ definition and implementation of the roll and authorization concept
- ▶ scalable configuration of the Atlassian tools and add-ons
- ▶ implementation of all necessary reports and dashboards
- ▶ integration of Atlassian products into existing intranet solutions, realization of linkage to databases
- ▶ trainings and workshops for users, key users, and administrators

Your advantages

- ▶ uniform, central system supports the quickest possible way to work on client requests
- ▶ central knowledge base relieves your service team
- ▶ no need for expensive trainings, thanks to intuitively usable interface, also for users with no affinity with technology
- ▶ versatile in use: in IT support, customer service, internal support, etc.