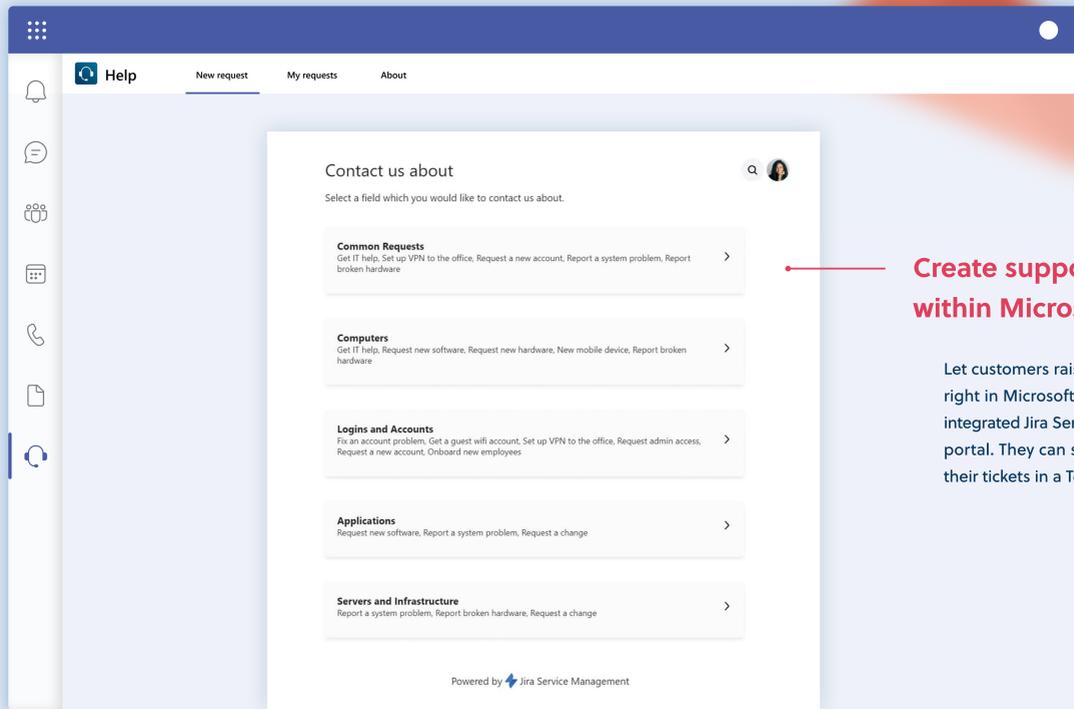


Smarter ITSM

Microsoft 365 for Jira – accelerate your IT support.

By adding Microsoft Teams and Outlook to Jira Service Management, you can resolve tickets more efficiently and document all communication clearly.



Create support tickets within Microsoft Teams

Let customers raise support tickets right in Microsoft Teams with the integrated Jira Service Management portal. They can see the status of their tickets in a Teams tab, too.

Your fully connected service desk

Start off where your customers are: Launch multiple Microsoft Teams chats or channel conversations right in your Jira issue. All replies instantly appear in both Teams and Jira.

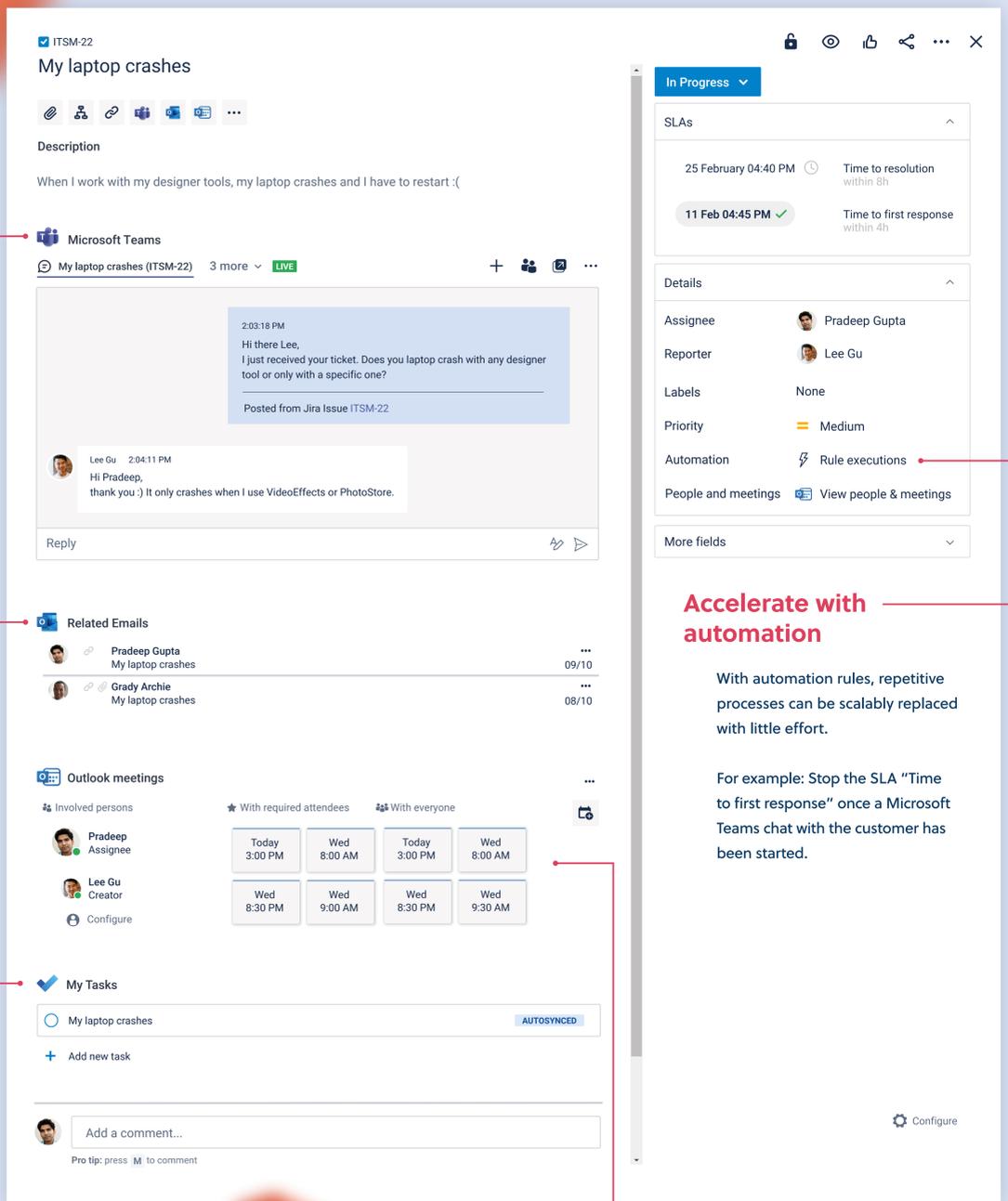
Work with emails

Read, send, and schedule emails connected to your Outlook account. Email templates make project communication even easier.

Keep your team in the loop: future email replies are automatically shown in Jira, too.

Add personal tasks

Open Microsoft To Do right in the issue to add personal tasks easily. All tasks will be pushed to your chosen To Do list instantly.



Accelerate with automation

With automation rules, repetitive processes can be scalably replaced with little effort.

For example: Stop the SLA "Time to first response" once a Microsoft Teams chat with the customer has been started.

Schedule meetings

See if your customer or colleague is available for a meeting right away. Send Outlook calendar invites directly from Jira, including a unique Microsoft Teams link. Chats from Microsoft Teams meetings are shown in the Jira issue.

Benefits

Speed up your ticketing processes with Microsoft 365 for Jira. Connect Microsoft Outlook and Teams with Jira Service Management and smoothly work with the tools you need. Fully integrated, quick, transparent.

Customer satisfaction



Combining JSM and Microsoft 365 boosts customer satisfaction as communication is more personal and instant.

Quick communication



Improve response and resolution time through Teams chat in Jira Service Management.

Clear documentation



Everything is clearly documented in JSM. All team members can access the information they need.