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The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.

ChatGPT



Examples



Capabilities



Limitations

"E



Are you tired of saying 'have you tried turning it off and on again?' Well, Jira Service Management's virtual agent is here to help



"C

"How do I make an HTTP request in Javascript?" →

Trained to decline inappropriate requests

Limited knowledge of world and events after 2021

Send a message...





Getting started with the Jira Service Management virtual agent



NICOLE PITARO | PRODUCT MARKETING, ITSM
JENSEN FLEMING | PRODUCT MANAGEMENT, ITSM
ATLASSIAN



CHLOE BECQUET | IT DIRECTOR
FASTLY



Getting started with the Jira Service Management virtual agent

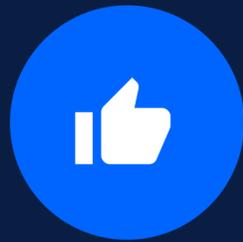


NICOLE PITARO | PRODUCT MARKETING, ITSM
JENSEN FLEMING | PRODUCT MANAGEMENT, ITSM
ATLASSIAN



CHLOE BECQUET | IT DIRECTOR
FASTLY

Agenda



**Virtual agent
overview**



Fastly IT
story



Demo



What's next &
Q&A

Agenda



Virtual agent
overview



Fastly IT
story



Demo



What's next &
Q&A

Agenda



Virtual agent
overview



Fastly IT
story



Demo



What's next &
Q&A

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Virtual agent
overview



Fastly IT
story



Demo



What's next &
Q&A

Overview

Getting to know the Jira Service Management virtual agent

BLOATED

BUDGETS

NAUSEA

FROM OUTDATED EXPERIENCES

IRRITABLE

TEAMMATES

POOR

VISION

DEATH

OF DEPLOYMENTS

MIGRAINES

FROM SETUP COMPLEXITY

**HOW MANY OF YOU HAVE
HAD A **FRUSTRATING**
CONVERSATION WITH A
CHATBOT?**

80%

of consumers experience
increased frustration levels when
interacting with a service chatbot.

Source: [UJET Executive Insights Report: The Critical State of Automation in Customer Experience](#)

**HOW MANY OF YOU ARE
DATA SCIENCE EXPERTS?**

“

Chatbots are hard. Getting them right is even harder.

Source: The Forrester Wave™: Chatbots for IT Operations, Q4 2022

THE JIRA SERVICE MANAGEMENT VIRTUAL AGENT

How is Atlassian getting chatbots right?



ATLASSIAN Intelligence ✱

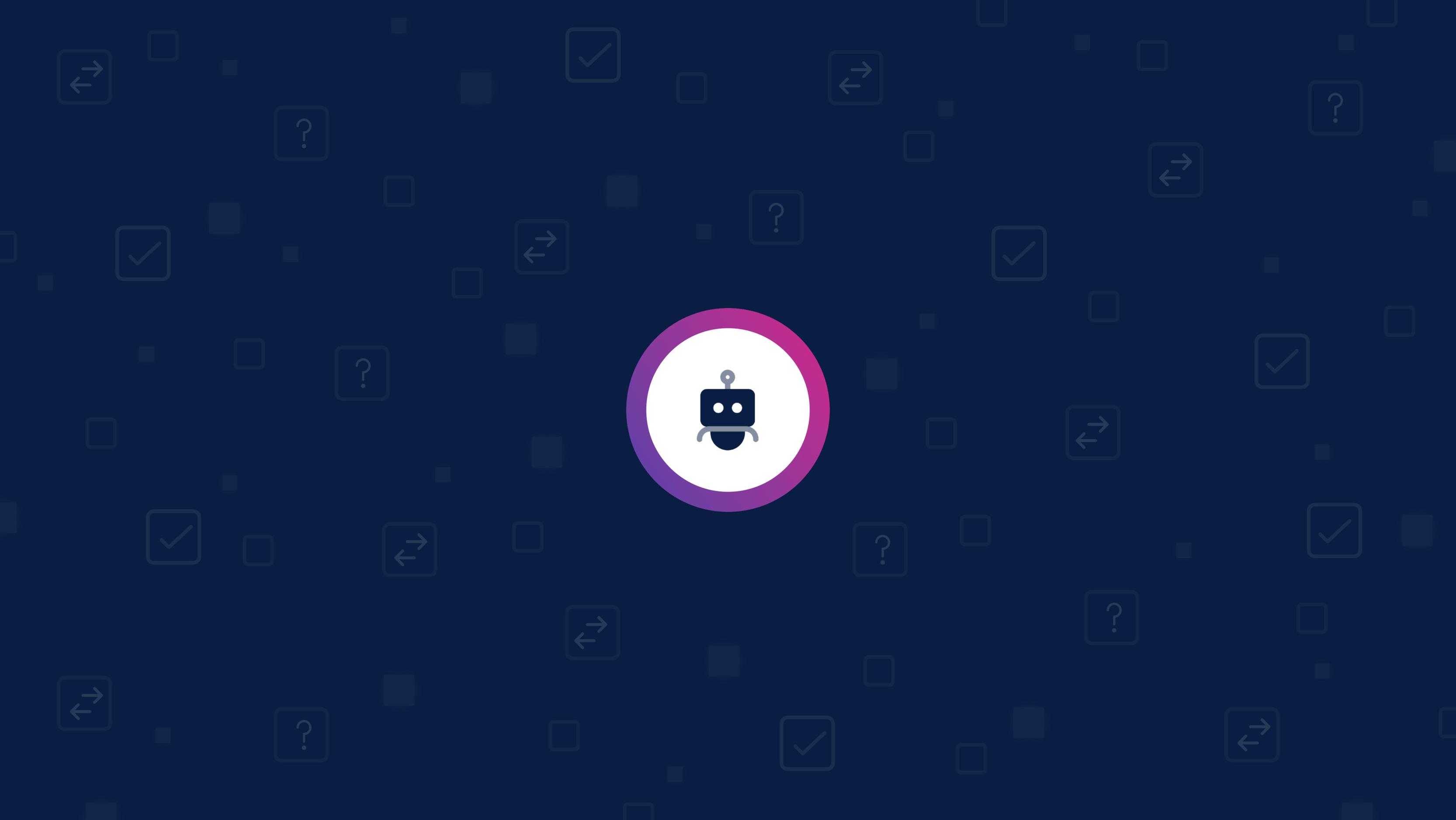
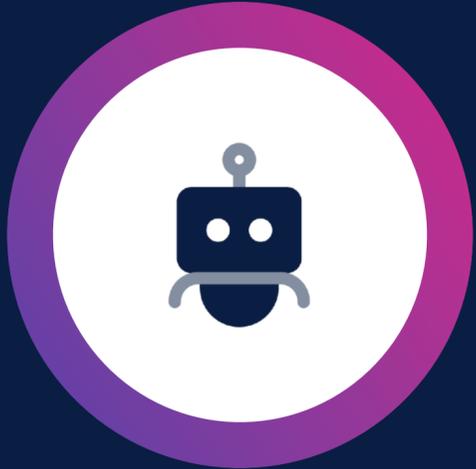
⚡ Jira Service Management

+



PERCEPT.AI





Thread #help-it



Shihab Hamid

Today at 12:09 PM

I am struggling to connect from home, can you help?

Thread #help-it



Shihab Hamid Today at 12:09 PM

I am struggling to connect from home, can you help?

2 replies



Assist APP 12:09 PM

Hi, I am your virtual agent, here to help with your question or requests.



Assist APP 12:09 PM

Are you looking for help with either of these?

I am having VPN issues

Raise request with human

Thread #help-it



Shihab Hamid Today at 12:09 PM

I am struggling to connect from home, can you help?

2 replies



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Hi, I am your virtual agent, here to help with your question or requests.



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Raise request with human





Shihab Hamid Today at 12:09 PM

I am struggling to connect from home, can you help?

2 replies



Assist APP 12:09 PM

Hi, I am your virtual agent, here to help with your question or requests.



Assist APP 12:09 PM



When connecting to the VPN, do you get an error message?

Are you looking for help with either of these?

Login Denied **Certification error** **Other**
Shihab Hamid selected "I am having VPN issues"

Thread #help-it



2 replies



Assist APP 12:09 PM

Hi, I am your virtual agent, here to help with your question or requests.



Assist APP 12:09 PM

Are you looking for help with either of these?



Shihab Hamid selected "I am having VPN issues"



Assist APP 12:09 PM

When connecting to the VPN, do you get an error message?



Shihab Hamid selected "Denial", "Certification error" and "Other"





2 replies



Assist APP 12:09 PM

Hi, I am your virtual agent, here to help with your question or requests.



Assist APP 12:09 PM

Are you looking for help with either of these?
to resolve.



Shihab Hamid selected "I am having VPN issues"

1. Perform a restart of the device

2. Follow the self service step in "[Certification Validation Failure](#)" when connecting to VPN



Assist APP 12:09 PM

When connecting to the VPN, do you get an error message? Did that help or are you looking for something else?



Shihab Hamid selected "Certification error"

That helped 👍

Wait for the team



How do I connect to VPN?



What is the office wifi name?



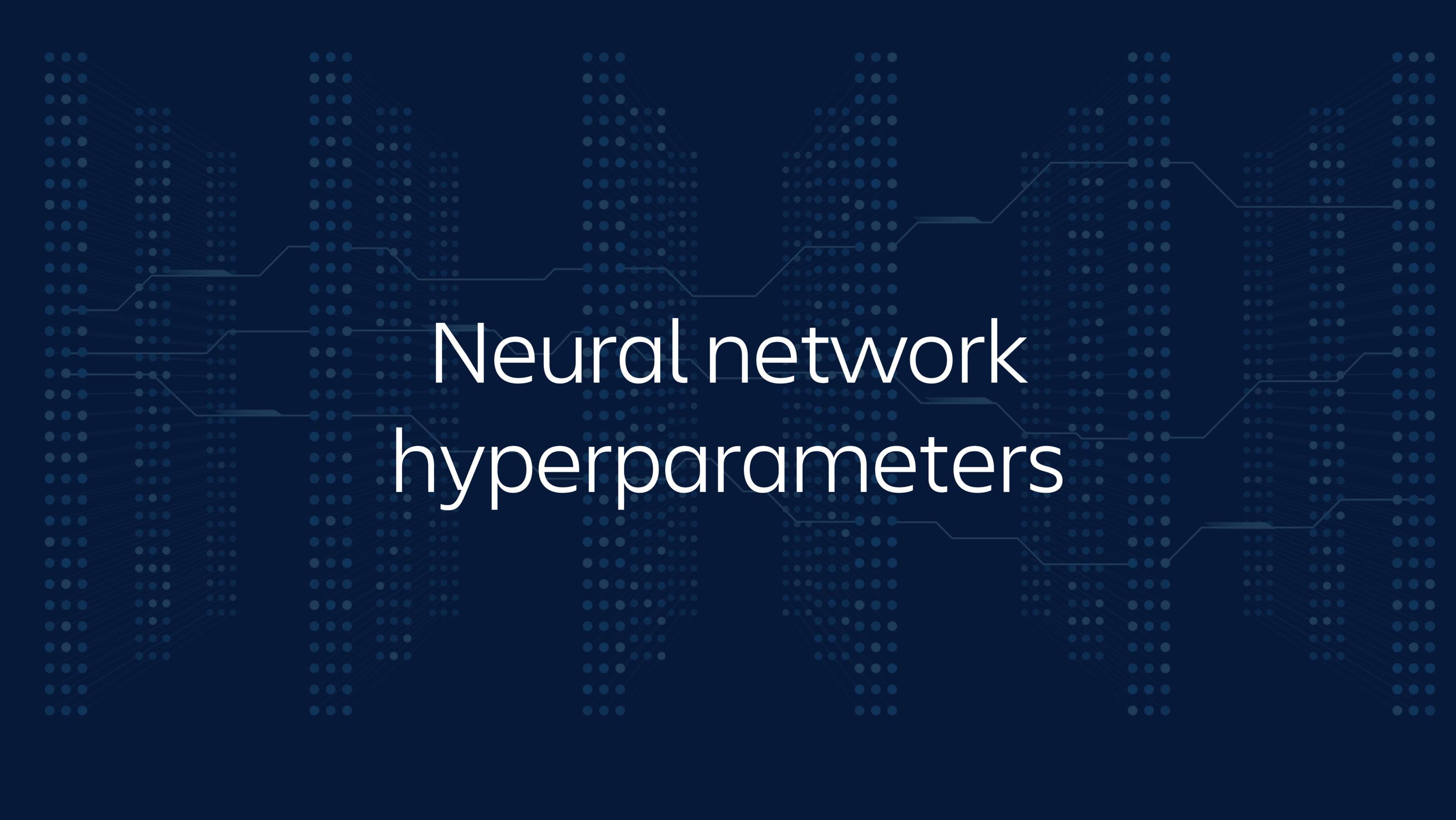
How much leave can I take?



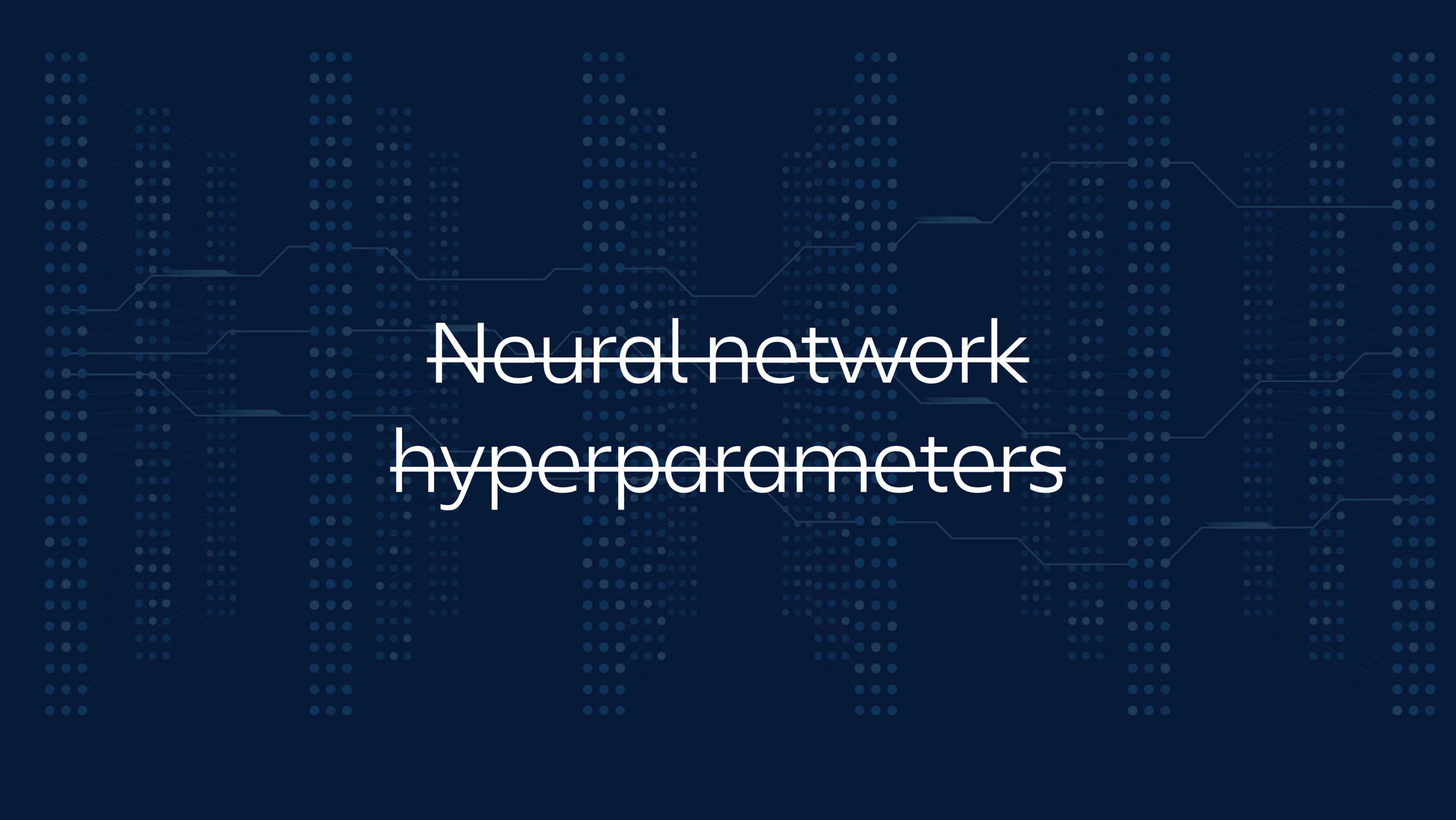
How do I set up an NDA?



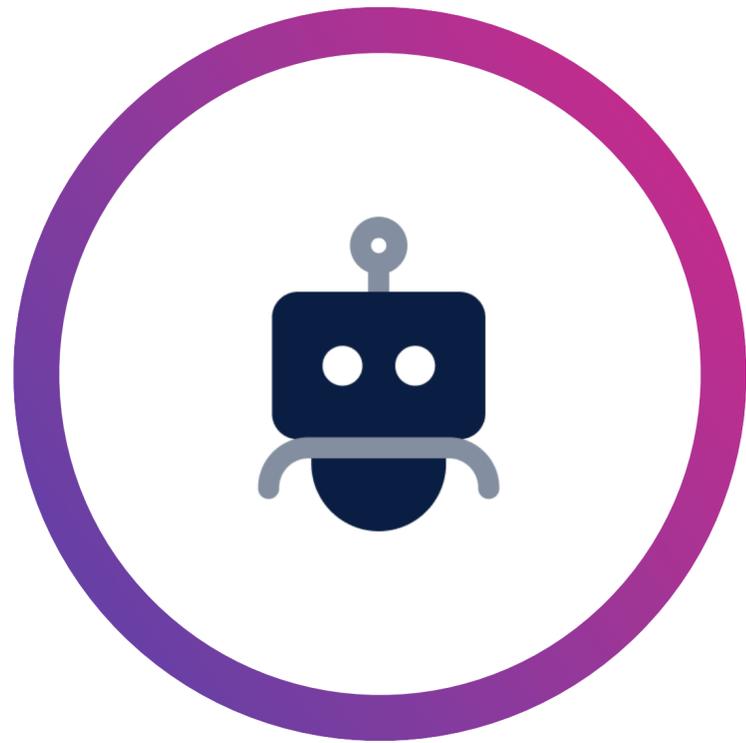
Can I bring my dog to work?



Neural network hyperparameters



~~Neural network~~ ~~hyperparameters~~



Setting up the virtual agent

Setting up the virtual agent

Intent discovery & build

Workplace Tech - Virtual agent x

https://acme.atlassian.net/jira/servicedesk/projects/TECH/settings/va

Your work Projects Filters Dashboards People Apps Create Search

Workplace Tech Service desk project

Back to project settings

VIRTUAL AGENT

- Intents
- Analytics
- Standard flows
- Settings

Projects / Workplace Tech / Project settings / Virtual agent / Intents

Create intent

Create, edit, and manage your intents. Each intent represents a specific problem, question, or request that your virtual agent can help to resolve for your customers. [Learn more about intents.](#)

Virtual agent performance Last 7 days

Conversations	Matched	Resolved	CSAT
1,400 ↓ 3.7% from last week	40.5% ↑ 4.5% from last week	10.5% ↑ 4.5% from last week	★ 4 No change

Search intents

Name	Conversations	Matched rate	Resolved	CSAT	Status	
Tableau - Access	280	10.1%	80.6%	★ 5	Live	🗑️
Device Support - Suspected Hardw..	320	10.8%	76.5%	★ 4	Live	🗑️
Zoom - General	486	1.9%	98.2%	★ 3	Test	🗑️
License Request - Loom Access	871	2.3%	10%	★ 1	Live	🗑️
2FA (Duo and Yubikey)	100	23.7%	5.6%	★ 3	Test	🗑️
Posture - Troubleshooting	75	78.9%	4.3%	★ 5	Live	🗑️
VPN Troubleshooting	138	7.2%	29.6%	★ 3	Live	🗑️

You're in a company-managed project

Setting up the virtual agent

Intent discovery & build

The screenshot shows the Jira Service Desk interface for configuring a virtual agent. The main content area is titled "Step 1/2 Enter your intent's basic settings". Below this, there are fields for "Name", "Description", and "Display name". A modal window is open, showing details for a "Software access" template. The modal includes a "FROM YOUR DATA" label, a description, and statistics: "Appeared in 98 recent issues", "Issue coverage 10%", and "Training phrases 30 phrases". On the right side, there is a "Templates" section with a search bar and a list of templates, including "Software access", "Password reset", "Hardware request", "VPN issues", and "Laptop allocation".

Workplace Tech - Virtual agent x

https://acme.atlassian.net/jira/servicedesk/projects/TECH/settings/va

Your work Projects Filters Dashboards People Apps Create

Workplace Tech Service desk project

Back to project settings

VIRTUAL AGENT

- Intents
- Analytics
- Standard flows
- Settings

Step 1/2

Enter your intent's basic settings

Start with an intent template, or fill in these fields to create your own custom intent. You can edit these settings at any time.

Template [See templates](#)

Start from blank

Software access

FROM YOUR DATA

This intent template was automatically created using data from your Jira Service Management issues from the last 30 days.

Description

Manage budget and spend requests, respond to questions, and share guides and insights.

About this template

Appeared in	98 recent issues
Issue coverage	10%
Training phrases	30 phrases

Cancel Next

You're in a company-managed project

Templates

Templates give you a list of training phrases and some basic intent settings to start with, and can be edited at any time. You can only use each template once. [Learn more about intent templates.](#)

Search

From your data 5 Intent template bank 1 All 30

Sort by Recommended

- Software access** FROM YOUR DATA
Manage budget and spend requests, respond to questions, and share guides and insights.
- Password reset** FROM YOUR DATA
Manage budget and spend requests, respond to questions, and share guides and insights.
- Hardware request**
Manage budget and spend requests, respond to questions, and share guides and insights.
- VPN issues**
Manage budget and spend requests, respond to questions, and share guides and insights.
- Laptop allocation**
Manage budget and spend requests, respond to questions, and share guides and insights.

Setting up the virtual agent

Intent discovery & build

Flow creation

The screenshot displays the Atlassian Workplace Tech Virtual Agent configuration interface. The browser address bar shows the URL: `https://acme.atlassian.net/jira/servicedesk/projects/TECH/settings/va`. The page title is "Workplace Tech - Virtual agent". The navigation menu includes "Your work", "Projects", "Filters", "Dashboards", "People", "Apps", and a "Create" button. The current project is "Workplace Tech" (Service desk project). The left sidebar lists "VIRTUAL AGENT" options: "Intents", "Analytics", "Standard flows", and "Settings". The main content area shows the configuration for the "VPN" intent, which is currently in "Testing" status. The flow is visualized on a grid background and includes the following steps:

- Match intent**: The starting point of the flow.
- Error message**: A text box asking, "Do you get an error message when connecting to the VPN?".
- Choice**: A decision point with two paths:
 - Login denied**: Leads to a "Choice" step with the text: "To resolve: 1. Perform a restart of the device. 2. Follow the self service steps in...".
 - Certificate validation**: Leads to another "Choice" step with the text: "To resolve: 1. Perform a restart of the device. 2. Follow the self serv...".

At the bottom of the interface, there is a note: "You're in a company-managed project" and two buttons: "Discard" and "Save changes".

Setting up the virtual agent

Intent discovery & build

Flow creation

The screenshot displays the 'Hardware request' intent configuration page in the Atlassian Workplace Tech interface. The page is divided into several sections:

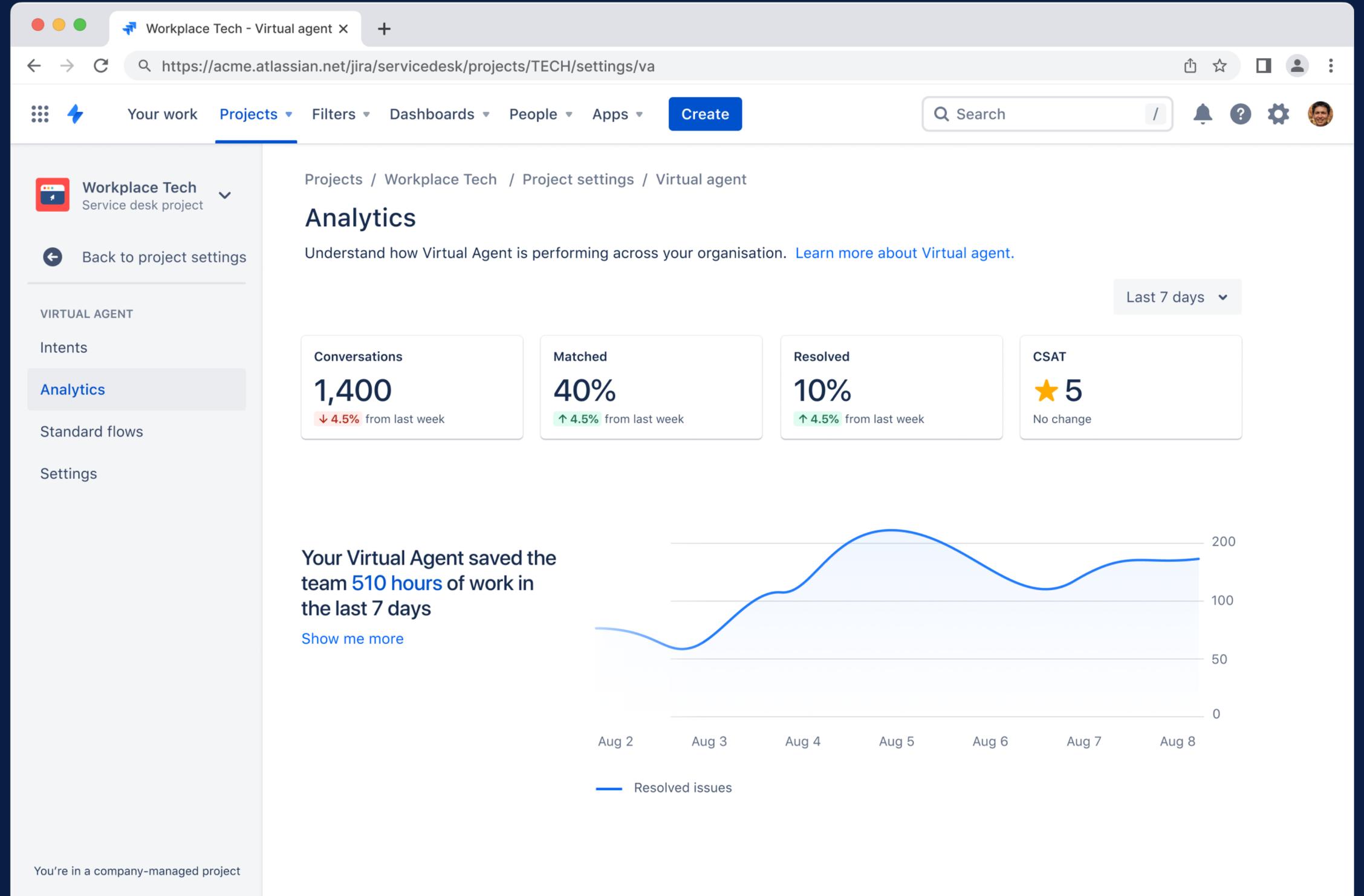
- Navigation:** Includes 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', and 'Apps' menus, along with a 'Create' button and a search bar.
- Project Context:** Shows 'Workplace Tech Service desk project' and a 'Back to project settings' link.
- Virtual Agent Settings:** A sidebar menu with options for 'Intents', 'Analytics', 'Standard flows', and 'Settings'.
- Intent Configuration:** The main area shows the 'Hardware request' intent with tabs for 'Flow', 'Training', and 'Settings'. The 'Flow' tab is active, displaying a flowchart with the following steps:
 - 'Send web request' (Action): A box with a green icon and the text 'Empty'.
 - 'If: Request is successful' (Condition): A purple box branching from the 'Send web request' step.
 - 'If: Request is unsuccessful' (Condition): A purple box branching from the 'Send web request' step.
 - 'Ask if resolved' (Action): A box with a blue icon and the text 'Did this resolve your issue?'. It branches from the 'If: Request is successful' condition into 'Yes' and 'No' paths.
 - 'Escalate' (Action): A box with a person icon, branching from the 'If: Request is unsuccessful' condition.
- Step Details Panel:** A right-hand panel titled 'Step details' provides configuration options for the 'Send web request' step:
 - Type:** 'Send web request'.
 - Description:** 'This will send an HTTP request to the URL you specify.'
 - Web request URL:** A text input field with the placeholder 'Enter a URL' and a note: 'Request parameters must be URL encoded. Smart values should use :{{value.urlEncode}}.'
 - Headers (optional):** A table with columns for 'Name', 'Value', and a 'Hidden' checkbox. An 'Add header' button is below.
 - HTTP method:** A dropdown menu with the placeholder 'Select a method'.
 - Body type:** A dropdown menu.
- Footer:** Includes a 'You're in a company-managed project' notice and 'Discard' and 'Save changes' buttons.

Setting up the virtual agent

Intent discovery & build

Flow creation

Launch & measure



2000+

hours saved

>50%

virtual agent assistance rate

Fastly's story

Early access program participant



CHLOE BECQUET | IT DIRECTOR

FASTLY

A man and a young child are sitting at a desk in a dimly lit room, looking at a large computer monitor. The man is on the left, and the child is on the right. The monitor displays a website with a grid of images. The room has a window in the background with a view of trees. The overall atmosphere is quiet and focused.

fastly

| The edge cloud platform behind
the best of the web



About Fastly's IT org

Team of 17

1120+ Global
Staff

~600+ Monthly
tickets

15d TTR



Pain Points

Context switching

Agents work in Jira Service Management and help-seekers work in Slack.

Agent time wasted

Too much time spent triaging, responding to repetitive Tier 1 requests, and opening tickets for help-seekers not following the process.

High resolution times

Ticket backlog leads to long help-seeker wait times.

Pain Points

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High resolution times

Ticket backlog leads to long help-seeker wait times.

Virtual agent priorities



Establish intake process

Define a process for capturing requests in Slack without disrupting agent flow



Automate repetitive requests

Reduce Tier 1 support tickets and need for human intervention in low-complexity requests



Improve help-seeker experience

Reduce wait times and maintain or improve CSAT

Virtual agent priorities



Establish intake process

Define a process for capturing requests in Slack without disrupting agent flow



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Improve help-seeker experience

Reduce wait times and maintain or improve CSAT

How we're addressing them



Set up chat

Bi-directional sync between Slack and Jira Service Management



Create intents

Co-create recommended intents and flows for high coverage issues



24/7 support

Establish an always-on support mechanism for auto-response and resolution

30%

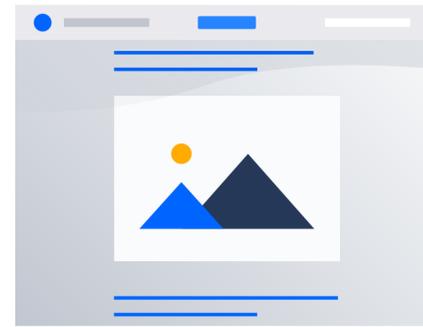
Fastly target virtual agent
assistance rate

Next steps



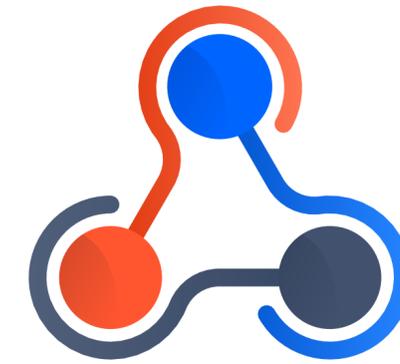
Expand to other teams

Currently exploring opportunity to rollout to business systems team



Build out knowledge base

Expand article coverage in anticipation of generative Q&A feature



Set up web request automation

Connect to Okta to automate access requests to further reduce ticket volume

Next steps



Expand to other teams

Currently exploring opportunity to rollout to business systems team



Build out knowledge base

Expand article coverage in anticipation of generative Q&A feature



Set up web request automation

Connect to Okta to automate access requests to further reduce ticket volume

45%

Average virtual agent assistance
rate across alpha customers

Demo

Common virtual agent workflows

SCENARIO 1

VIRTUAL AGENT AUTO-RESOLUTION

Tier 1 support request

JSM Virtual Agent Demo
Service project

← Back to project settings

VIRTUAL AGENT **EARLY ACCESS**

- Intents
- Standard flows
- Settings

Projects / JSM Virtual Agent Demo / Project settings

Intents

Create intent

Create, edit, and manage intents. [Learn more about intents.](#)

Virtual agent performance

Last week ▾

Conversations	Matched	Resolved	CSAT
0	-	-	-
-	-	-	-



Create your first intent

Intents help your virtual agent to work out what your customers need and provide a solution.

Create intent

SCENARIO 2

VIRTUAL AGENT-ASSISTED RESOLUTION

Complex support request



Search Atlassian



Atlassian ...



ask-it_demo



Threads

More

JSM Virtual Agent

ask-it_demo

Channels

Direct mes...

Apps

+ Add a bookmark

Amy Howes 1:53 PM Today
 My VPN isnt working 🙄 can someone help me look at this error?
 5 replies Last reply today at 1:58 PM

Danni Pyle 1:54 PM
 joined #ask-it_demo along with cowdoy.

Danni Pyle 1:55 PM
 Hey! I'm not sure what happened, but my laptop's display brightness won't turn up. It sounds like everything's working, but I just can't see the screen.
 1 🗨️
 5 replies Last reply today at 1:57 PM

cowdoy 1:56 PM
 hi team, i'm locked out of gmail — can i get an assist with a password reset?
 1 🗨️
 4 replies Last reply today at 1:57 PM

andrew 2:04 PM
 joined #ask-it_demo.

andrew 2:04 PM
 my computer went to sleep and it won't wake up!
 4 replies Last reply today at 2:11 PM

Jensen Fleming 2:43 PM
 How do I use this time machine? I can't get it to work...
 7 replies Last reply today at 2:44 PM

B I

Message #ask-it_demo

+ Aa

Thread # ask-it_demo

Assist APP < 1 minute ago
 Nice! Go ahead and enter the time machine using the keycard and enter the date you want to travel to.

Once you have completed that step click next.

@Jensen Fleming selected "Next"

Assist APP < 1 minute ago
 Awesome, now just shut the door and click "travel" on the machine. Let us know if you successfully make it to your destination.

@Jensen Fleming selected "I made it! Thank you"

Assist APP < 1 minute ago
 I'm happy to hear this worked! Please let me if you have any feedback for me.

@Jensen Fleming selected "★★★★★"

Assist APP < 1 minute ago
 If you have any additional feedback to share, I'd love to hear it – please post it as a message in this thread 😊

B I

Reply...

Also send to # ask-it_demo

+ Aa

ask-it_demo

SCENARIO 3

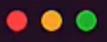
VIRTUAL AGENT AUTO-RESOLUTION

Generative Q&A

SCENARIO 3

VIRTUAL AGENT AUTO-RESOLUTION

Generative Q&A



Threads

More

JSM Virtual Agent

ask-it_demo

Channels

Direct mes...

Apps

1

+ Add a bookmark

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my computer went to sleep and it won't wake up!

4 replies Last reply today at 2:11 PM

Jensen Fleming 2:43 PM
How do I use this time machine? I can't get it to work...

7 replies Last reply today at 2:44 PM

Jensen Fleming 2:45 PM
Oh no... I got to the past but there is a cyborg here. How do i destroy it???



10 replies Last reply today at 2:47 PM

B I

H|

+ Aa







What's next

Sneak peek at the virtual agent roadmap

Time to value



Intent suggestions

Streamline intent creation by using suggested intents based on your historical ticket data.



Generative Q&A

Reduce the number of necessary intents for ticket coverage by using your knowledge base.

Save agent's time



Web request steps

Cut down on escalated tickets but letting the virtual agent do the dirty work.



Triage more issues

Let the virtual agent ask the obvious questions so your agents don't have to.

Time to value



Intent suggestions

Streamline intent creation by using suggested intents based on your historical ticket data.



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Web request steps

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Triage more issues

Let the virtual agent ask the obvious questions so your agents don't have to.

Closing thoughts

Always-on support where your help-seekers already work in Slack and Microsoft Teams

Instant value with templates and generative AI - no coding or data science required

Automated workflows that free up agent time to focus on the work that matters



QUESTIONS?

Virtual Agent Early Access Program Waitlist

atlassian.com/virtual-agent

