



The content described herein is intended to outline our general product direction for informational purposes only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

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



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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



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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FROM OUTDATED EXPERIENCES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

How is Atlassian getting chatbots right?



ATLASSIAN Intelligence ✱

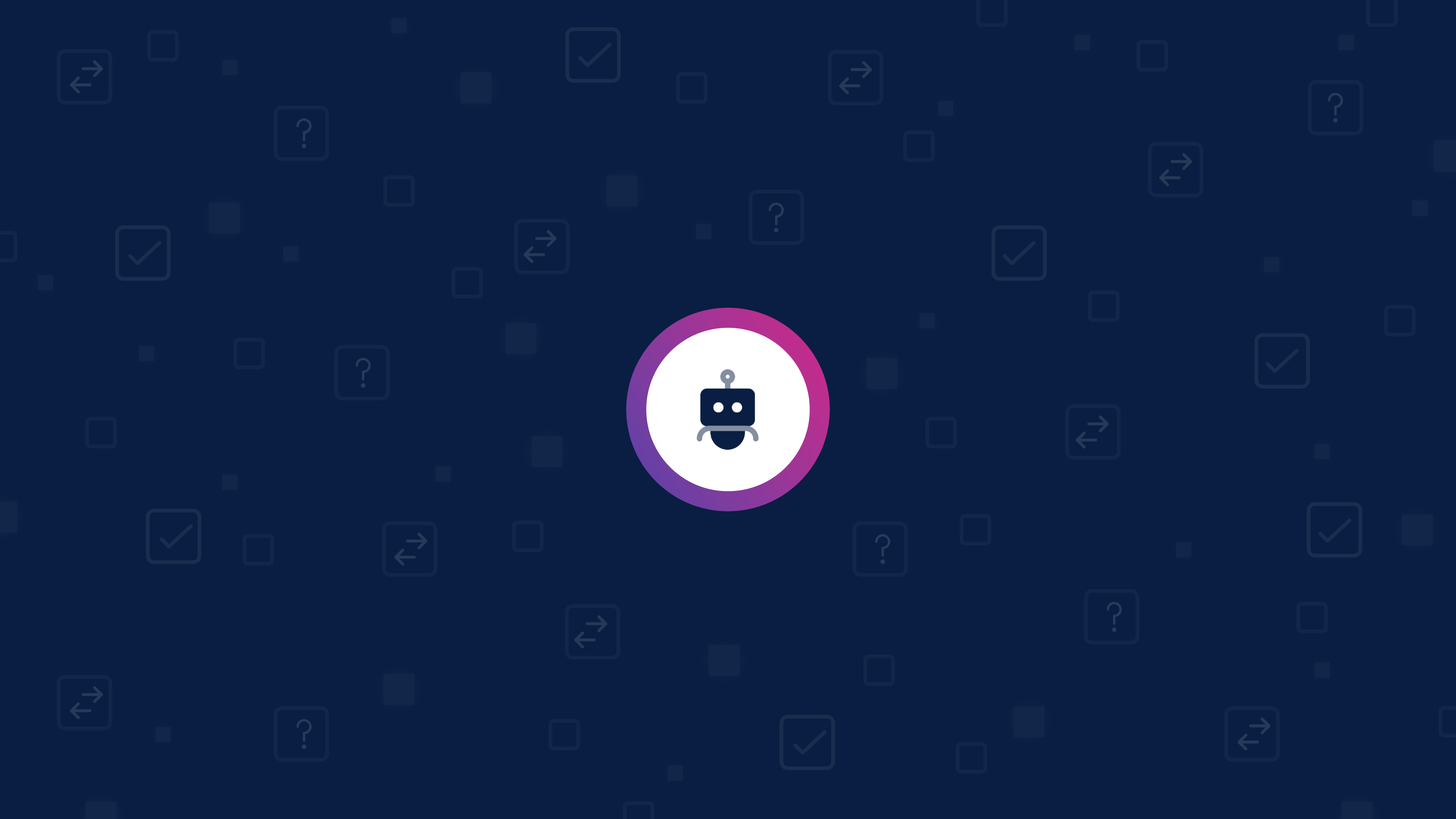
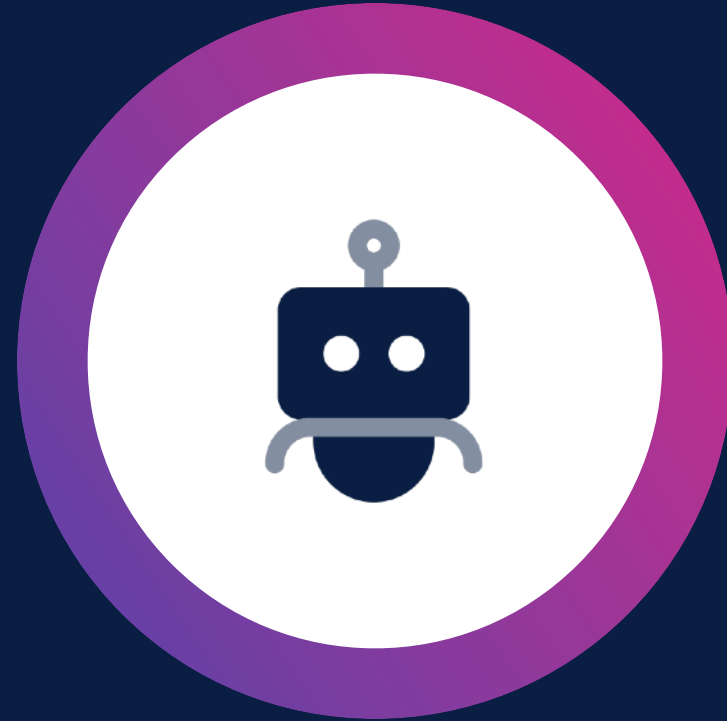
⚡ Jira Service Management

+



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



Assist

APP

12:09 PM

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



Assist

APP

12:09 PM

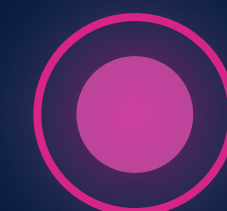
Are you looking for help with either of these?



I am having VPN issues

I have raised a request with human

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



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?

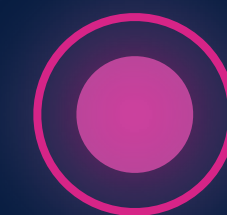


Shihab Hamid selected "I am having VPN issues"

☐ Denied

☐ Certification error

☐ Other



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?
to resolve.



Shihab Hamid selected "I am having VPN issues"

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?



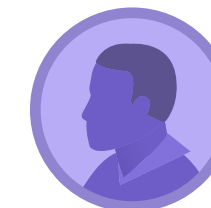
Shihab Hamid selected "Certification error"

That helped 👍

Wait for the team



How do I connect to VPN?



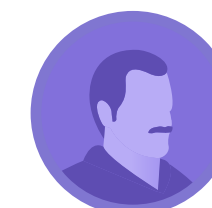
What is the office wifi name?



How much leave can I take?



How do I set up an NDA?



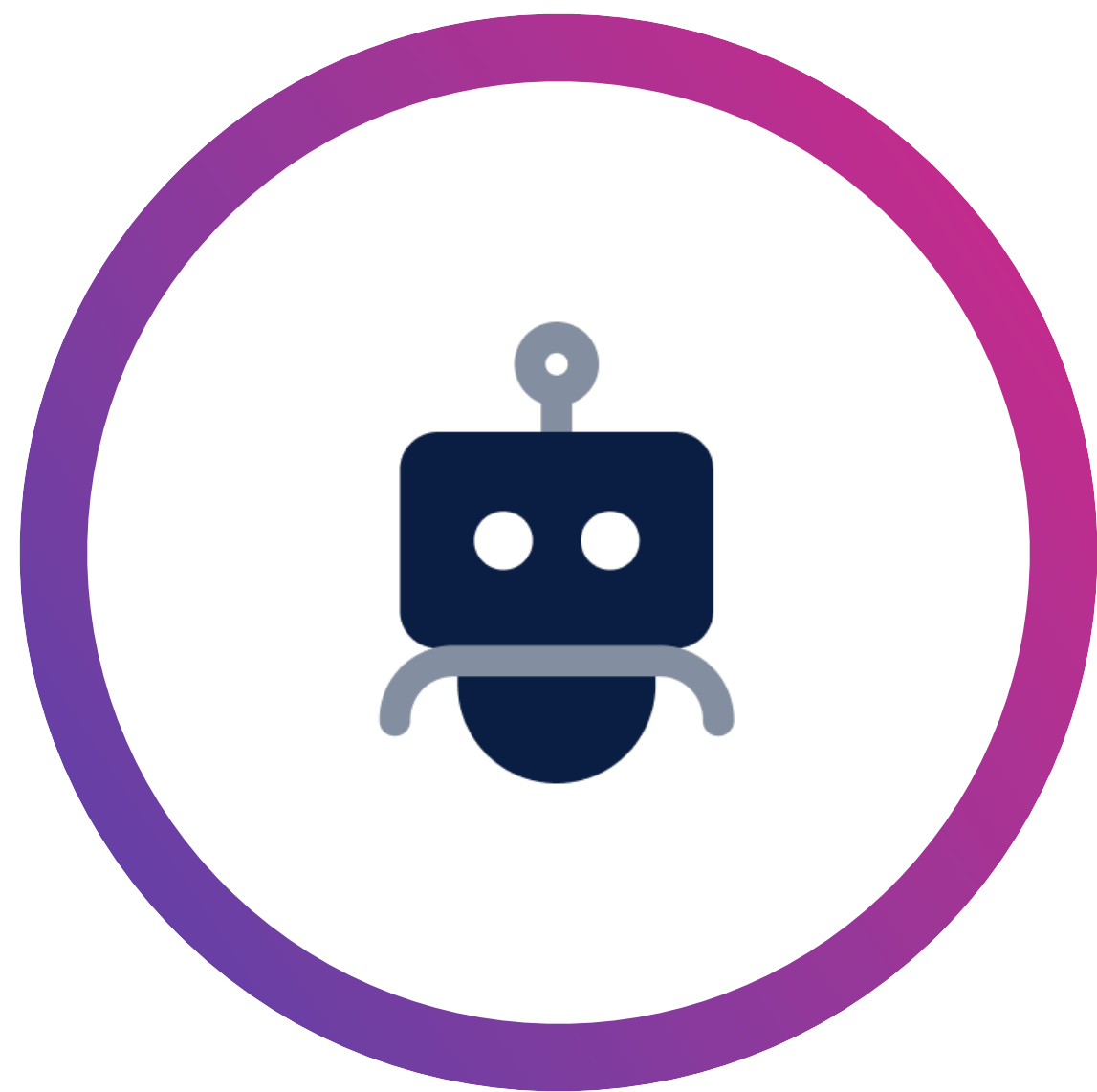
Can I bring my dog to work?



Neural network hyperparameters



~~Neural network~~ ~~hyperparameters~~



Setting up the virtual agent

Setting up the virtual agent

Intent discovery & build

Workplace Tech - Virtual agent

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

Workplace Tech

Service desk project

Back to project settings

VIRTUAL AGENT

Intents

Analytics

Standard flows

Settings

You're in a company-managed project

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

1,400

↓ 3.7% from last week

Matched

40.5%

↑ 4.5% from last week

Resolved

10.5%

↑ 4.5% from last week

CSAT

★ 4

No change

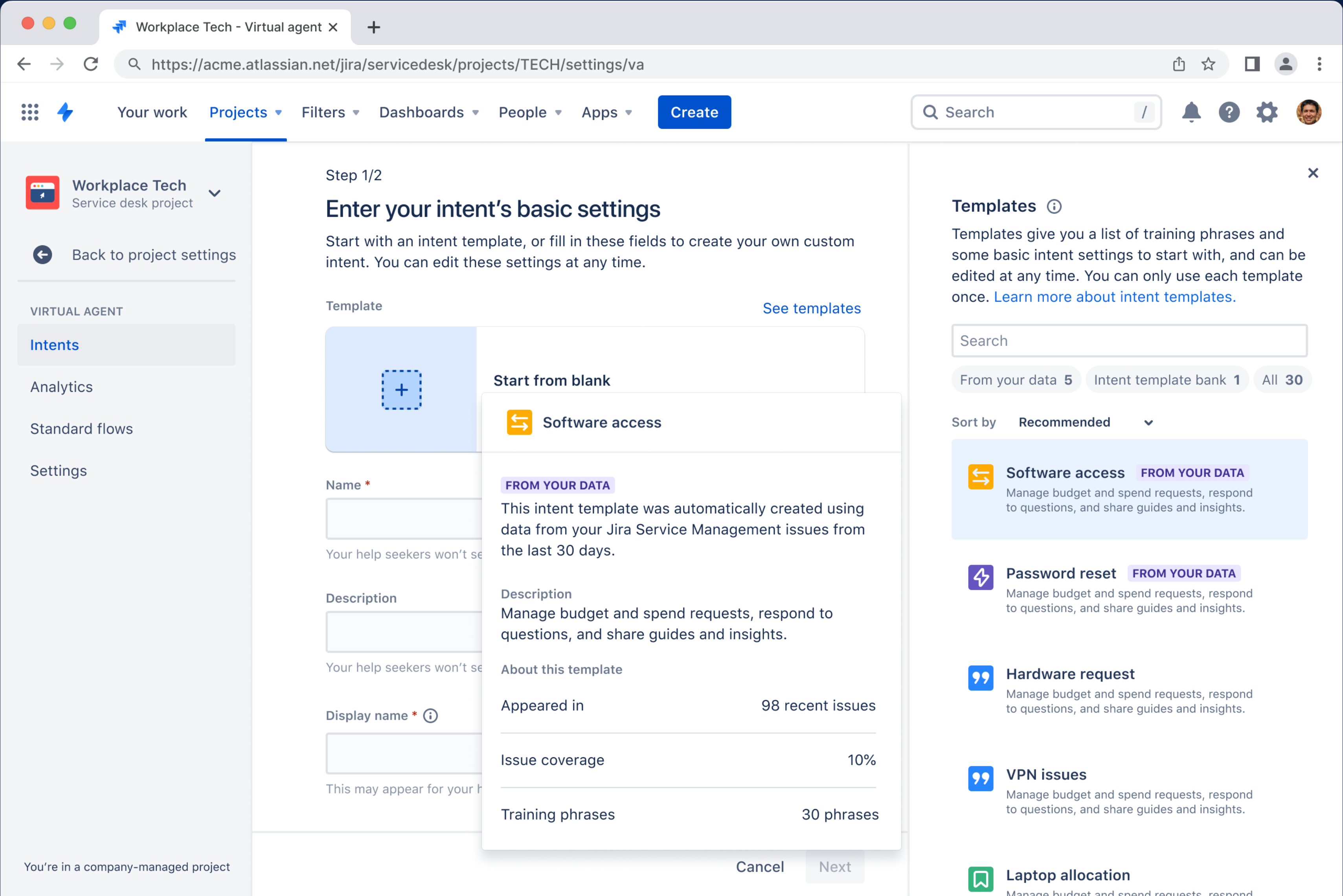
Search intents

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	

Setting up the virtual agent

Intent discovery & build

COMING SOON



Setting up the virtual agent

COMING SOON

Intent discovery
& build

Flow creation

Workplace Tech - Virtual agent

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

Intents / Hardware request

Hardware request

Intent status: Testing

Flow

Training

Settings

Send web request

Empty

If: Request is successful

If: Request is unsuccessful

Ask if resolved

Did this resolve your issue?

Yes

No

Escalate

Step details

Type

Send web request

This will send an HTTP request to the URL you specify.

Web request URL

Enter a URL

Request parameters must be URL encoded. Smart values should use :{{value.urlEncode}}.

Headers (optional)

Name

Value

Hidden

Add header

HTTP method

Select a method

Body type

Discard

Save changes

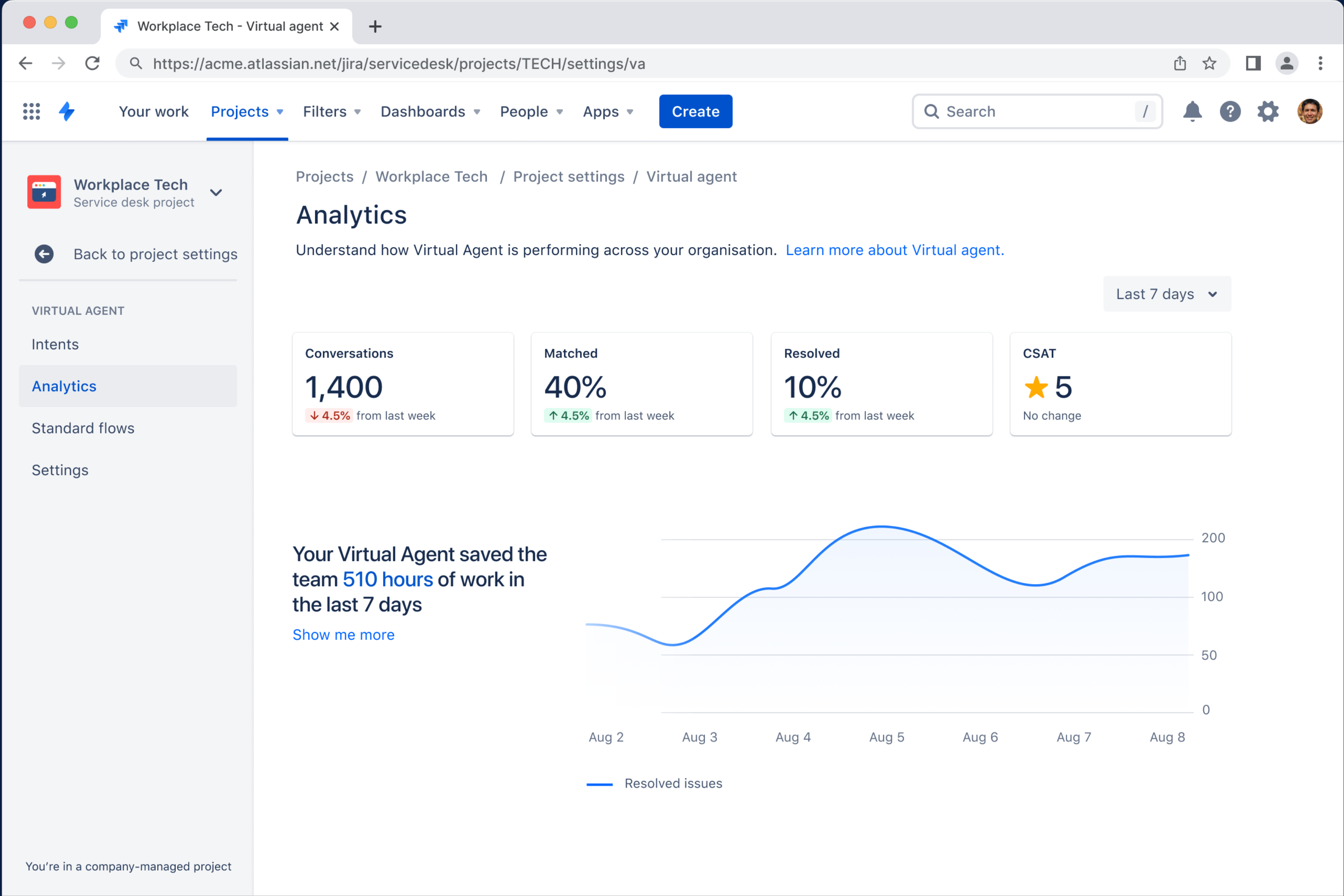
You're in a company-managed project

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, looking at a large computer monitor. The man is on the left, and the child is next to him. The room is dimly lit, with light coming from a large window in the background. The monitor displays a website with a grid of images. The text "fastly | The edge cloud platform behind the best of the web" is overlaid on the image.

fastly | The edge cloud platform behind
the best of the web

A photograph of two men sitting on a black leather couch. The man on the left is wearing a grey hoodie over a white shirt and khaki pants, holding a coffee cup. The man on the right is wearing a pink and white checkered shirt and blue jeans, looking at a silver laptop. A white mug sits on a glass coffee table in front of them.

About Fastly's IT org

Team of 17

1120+ Global
Staff

~600+ Monthly
tickets

15d TTR

A photograph of a woman with blonde hair tied back, wearing a blue and white striped shirt, looking down at something in her hands. A green plant is visible in the background.

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.

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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

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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%

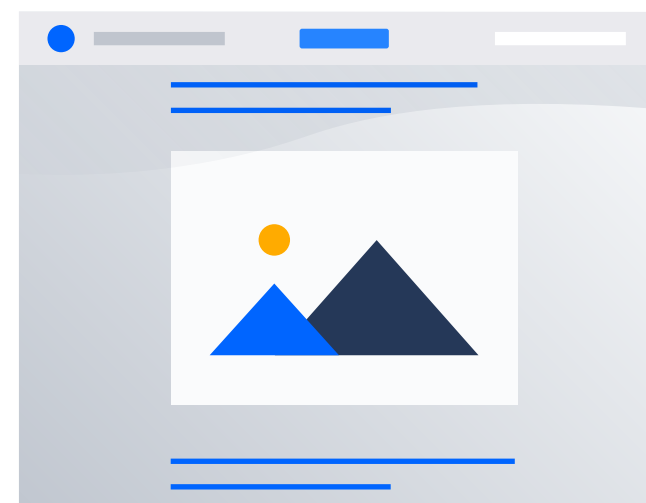
Fastly target virtual agent
assistance rate

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

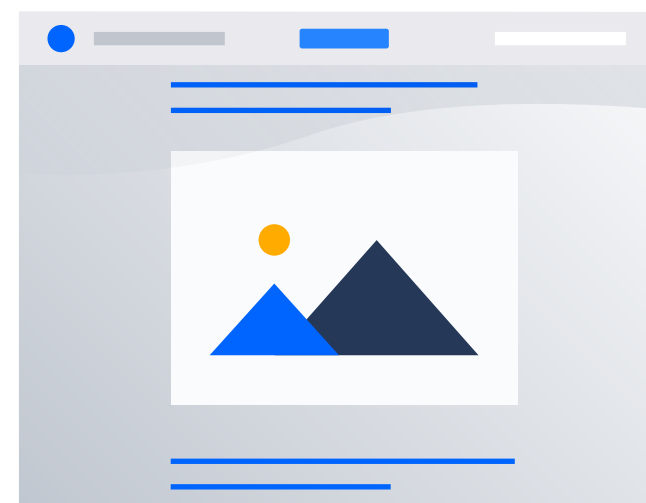
Connect to Okta to automate access requests to further reduce ticket volume

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Currently exploring opportunity to rollout to business systems team



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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

SCENARIO 2

VIRTUAL AGENT-ASSISTED RESOLUTION

Complex support request

\times

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

Reply...

☐ Also send to #ask-it_demo

+ |   |  @ Aa

- ▶ Apps

 7 replies Last reply today at 2:44 PM

Message #ask-it_demo

+



SCENARIO 3

VIRTUAL AGENT AUTO-RESOLUTION

Generative Q&A

SCENARIO 3

VIRTUAL AGENT AUTO-RESOLUTION

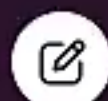
Generative Q&A



Search Atlassian



Atlassian ...



Threads

More

JSM Virtual Agent

ask-it_demo

Channels

Direct mes...

Apps

1

ask-it_demo



+ Add a bookmark



Danni Pyle 1:54 PM

joined #ask-it_demo along with cowdoy.

Today



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.



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?



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



Jensen Fleming 2:45 PM

Oh no... I got to the past but there is a cyborg here. How do i destroy it???



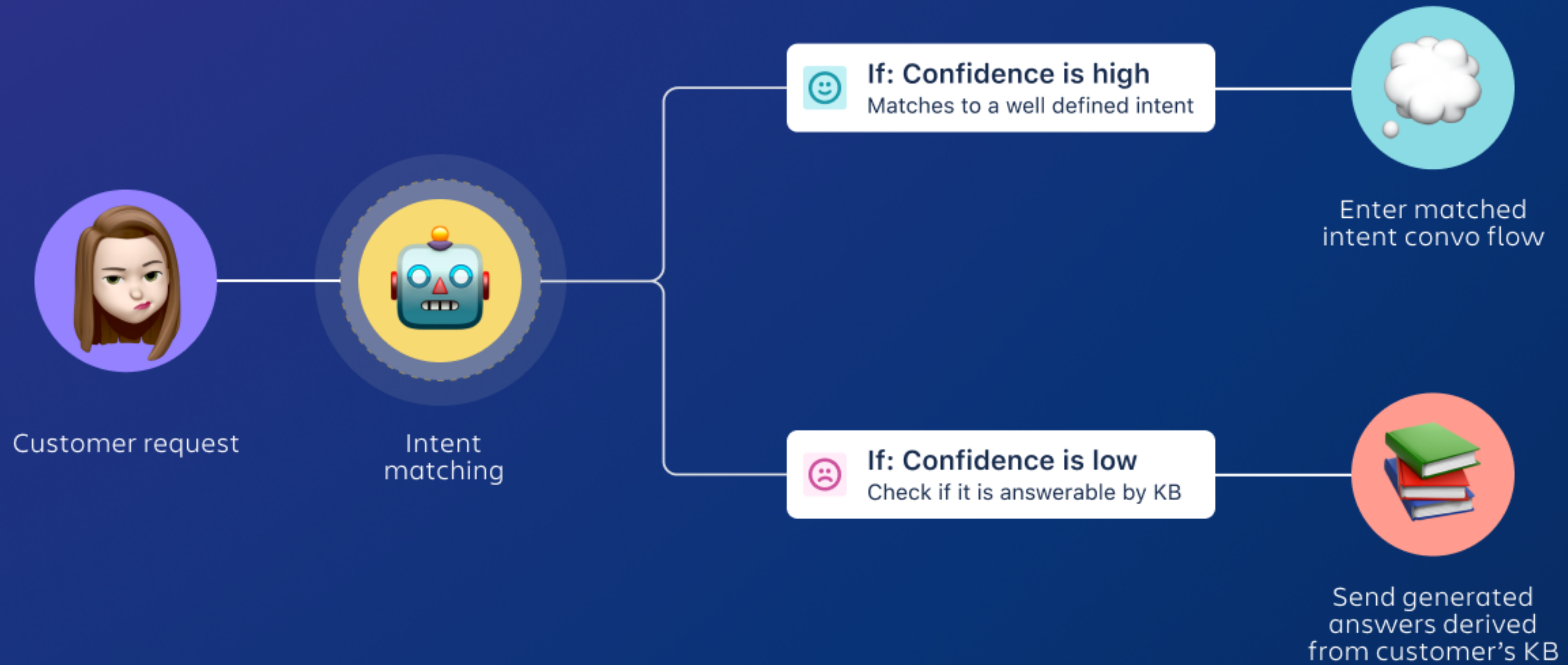
10 replies Last reply today at 2:47 PM

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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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

