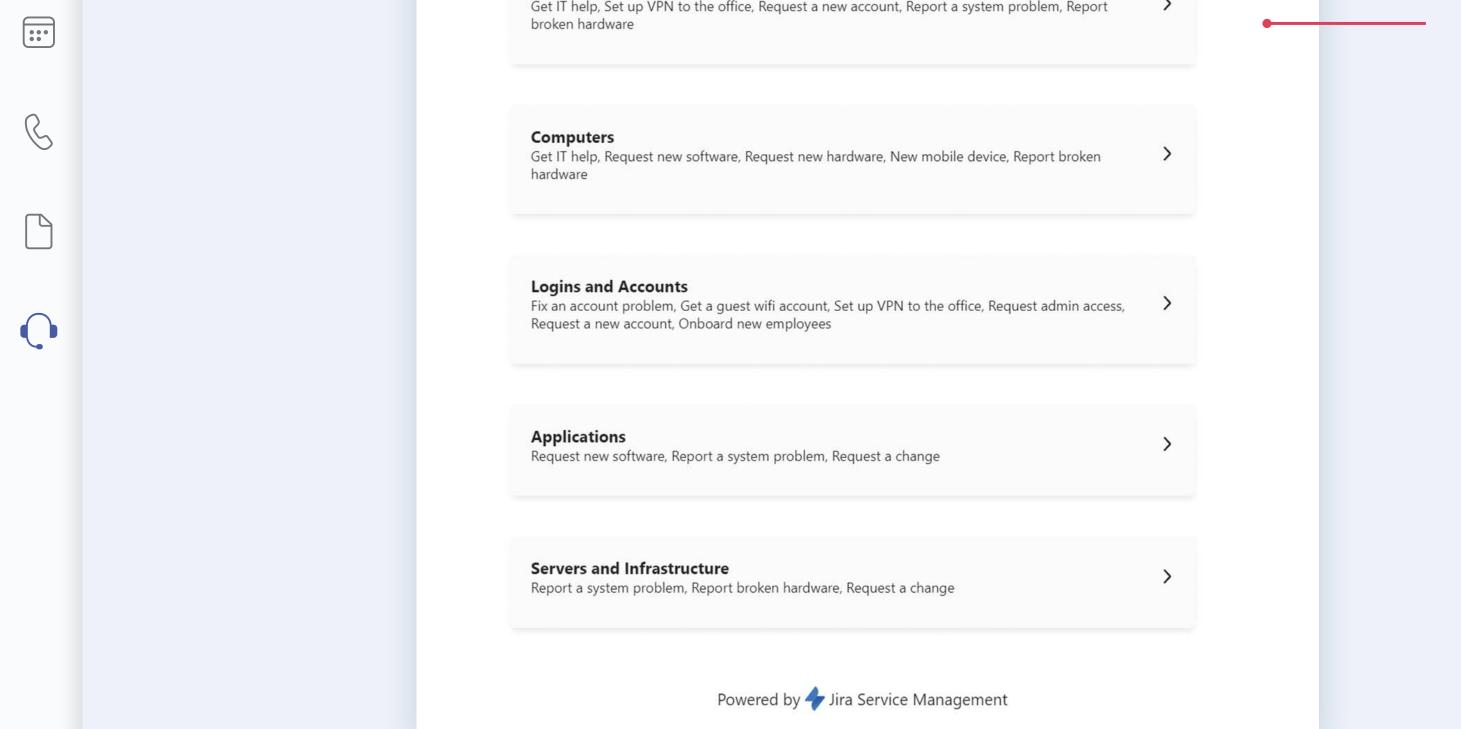


# Smarter ITSM

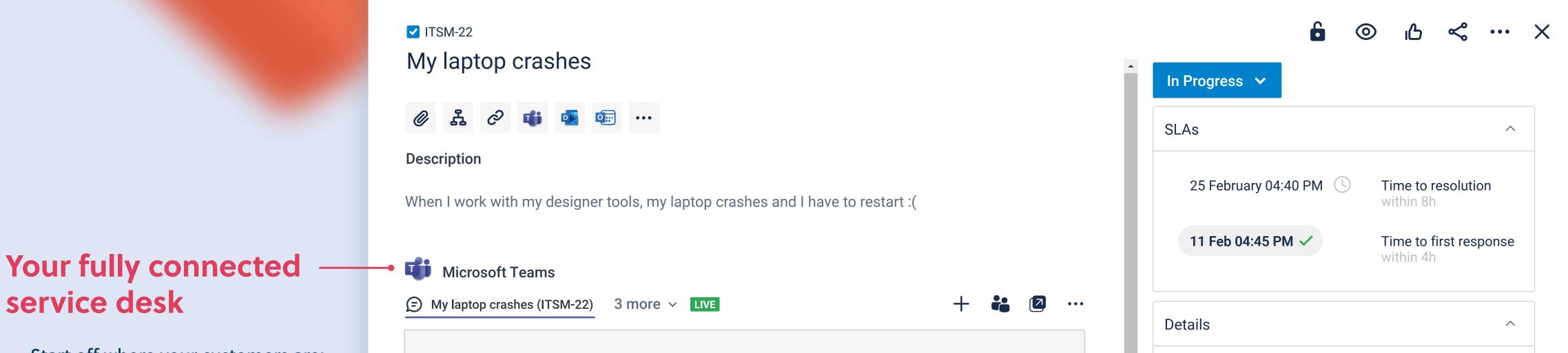
Microsoft 365 for Jira – accelerate your IT support. By adding Microsoft Teams and Outlook to Jira Service Management, you can resolve tickets more efficiently and document all communication clearly.

•••• •••				
$\bigcap$	C Help	New request	My requests About	
4				
=			Contact us about	۹ 🌘
ĈÔĴ			Select a field which you would like to contact us about.	
			Common Requests	



# 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.



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.

service desk

#### 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.

		tool or only w	d your ticket. Do vith a specific on Jira Issue ITSM		sh with any des	igner
	Lee Gu 2:04:11 PM Hi Pradeep, thank you :) It only cras	shes when I use VideoEf	fects or PhotoS <sup>•</sup>	tore.		
Reply						42 D
	My laptop crashes	3				08/10
	My laptop crashes utlook meetings ved persons	S 🖈 With required	attendees	State With everyone	9	
	utlook meetings		attendees Wed 8:00 AM	With everyone Today 3:00 PM	e Wed 8:00 AM	
	utlook meetings ved persons Pradeep Assignee Lee Gu Creator	★ With required	Wed	Today	Wed	08/10
Invol	utlook meetings ved persons Pradeep Assignee Lee Gu Creator	★ With required Today 3:00 PM Wed	Wed 8:00 AM Wed	Today 3:00 PM Wed	Wed 8:00 AM Wed	
Rest Invol	utlook meetings ved persons Pradeep Assignee Lee Gu Creator Configure	★ With required Today 3:00 PM Wed	Wed 8:00 AM Wed	Today 3:00 PM Wed	Wed 8:00 AM 9:30 AM	

Assignee	Pradeep Gupta
Reporter	Dee Gu
Labels	None
Priority	= Medium
Automation	Rule executions
People and meetings	😨 View people & meetings
More fields	~

#### **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.

Configure



### **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.

Add a comment...

Pro tip: press M to comment

**Customer satisfaction** 

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



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

#### **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.

**Clear documentation** 

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

Try it for free: go.yasoon.com/ms365



