

About this course

Is this course right for me?

This course is ideal for anyone new to the Atlassian Cloud version of Jira Service Management (formerly Jira Service Desk), from the perspective of customers, agents and internal collaborators. No previous experience with Jira is required.

Note: Does not include usage of Insight or OpsGenie.

Objectives and outcomes

By the end of this course, students will understand basic Atlassian Jira concepts.

They'll be able to assist customers with raising service requests while using Jira to manage queues, SLAs and customer satisfaction levels.

Prerequisites

- Access to a laptop.
- Internet connection

Modules breakdown

Module 1: Jira key concepts

Module Sections

1. Introduction to Jira
 - Issues
 - Requests
 - Projects
 - Workflows

Lab Exercises

1. Access the training environment
2. Explore the interface

Module 2: The customer view

Module Sections

1. Overview and introduction to Jira Service Management
 - Getting help
2. The customer portal
3. Home screen
4. Ticket creation
 - Attachments
 - By email requests
5. Request types
6. My requests
7. Ticket interactions
 - Knowledgebase

Lab Exercises

1. Navigate the customer portal
2. Open a request
3. View a request status
4. Add an attachment

Module 3: The agent view

Module Sections

1. The agent view
2. Service Desk queues
 - Overview
3. Ticket activities
 - Raise requests on behalf of a customer
 - Canned responses
 - Ticket appearance
 - Ticket participants
4. Workflow and status
5. Approvals
6. Knowledgebase

Lab Exercises

1. Using the Service Desk queues
2. View your own assigned tickets
3. Respond to a request
4. Action a request
5. View request status

Module 4: The collaborator view

Module Sections

1. Business projects
2. Software projects
3. Viewing issues
4. Editing issues
5. Attachments

Lab Exercises: Creating Issues

1. Log in as a collaborator
2. Clone and move an issue
3. Edit an issue
4. Attach a file

Module 5: Searching

Module Sections

1. Searching
2. Advanced searching
3. Filters

Lab Exercises

1. Search for issues
2. Basics of JQL
3. Save a filter

Module 6: Reporting

Module Sections

1. SLAs
2. Service Desk reports
3. Jira reports
4. Dashboards

Lab Exercises

1. Check your performance
2. Run a report
3. Create a dashboard

Module 7: Common uses and best practices

Module Sections

1. Incident management
2. Service requests
3. Change management
4. Problem management
5. Self-service (Confluence/Statuspage)
6. Asset control

Lab Exercises: Common uses

Group exercise: Design a workflow that works for you