

# Atlassian Wins Industry Award

## Atlassian

**\*\*FOR IMMEDIATE RELEASE\*\*** **\*\*Atlassian Announces Enhanced Jira Service Management Integration with Slack to Streamline Incident Response\*\*** SAN FRANCISCO, CA – October 26, 2023 – Atlassian Corporation (NASDAQ: TEAM), a leading provider of team collaboration and productivity software, today announced significant enhancements to its Jira Service Management integration with Slack, enabling faster incident response and improved communication for DevOps and IT teams. The new features provide seamless bi-directional synchronization between Jira Service Management incidents and Slack channels, allowing teams to resolve issues more efficiently. The upgraded integration allows users to create Jira Service Management incidents directly from Slack, eliminating the need to switch between applications. Real-time updates on incident status, comments, and assignments are now automatically synchronized between the two platforms. This ensures that all team members, regardless of their preferred communication channel, have access to the most current information, fostering transparency and accountability during critical incident resolution. Further, the enhanced integration supports advanced alerting and notification rules, allowing teams to customize how and when they are notified of incidents based on severity and priority. "In today's fast-paced digital landscape, every minute counts when resolving incidents," said Edwin Wong, Vice President of Product Management at Atlassian. "Our enhanced Jira Service Management integration with Slack streamlines workflows, breaks down communication silos, and empowers teams to resolve incidents faster and more effectively, ultimately improving the customer experience." Atlassian unleashes the potential of every team. Our collaboration software equips teams with everything they need to organize, discuss, and complete shared work. Teams at more than 200,000 customers around the world, including 85 of the Fortune 100, use Atlassian's project tracking, content creation and sharing, and service management products to work better together and deliver quality results on time. Learn more about our products, including Jira Software, Confluence, Trello, and Jira Service Management at <https://www.atlassian.com>. Contact: [support@atlassian.com](mailto:support@atlassian.com)