« Pt 3: Atlassian AI - JSM & Rovo 🤖 »

Agentic AI for Service Management & Your Virtual Teammate

Part 3 of 7: Advanced Atlassian

Intelligence

Recap: Atlassian Intelligence So Far

AI in Jira/Confluence (Content, Automation) (Pt 2)

⚙ We saw AI helping with search, content, and workflow rules.

⚙ Atlassian's AI ambitions extend further, especially into service management and unified assistance.

Jira Service Management (JSM) AI

Agentic AI for Automated Support

⚙ JSM now features a **Virtual Agent**

powered by AI.

⚙ Automates support interactions in

Slack & Microsoft Teams.

⚙ (Source: Atlassian Blog)

How the JSM Virtual Agent Works

Deflecting Repetitive Requests Intelligently

⚙ Leverages your Confluence

knowledge base and past JSM tickets.

⚙ Provides answers and resolves

common issues **without human agent**

intervention.

⚙ Frees up support staff for more

complex problems.

Intelligent Ticket Triage in JSM

AI Prioritizing & Classifying Incidents

⚙ AI analyzes historical data to help

with:

⚙ **Intelligent ticket triage**.

⚙ Issue classification based on

patterns.

⚙ Helps prioritize critical incidents

effectively.

⚙ (Source: Atlassian Blog)

The Rovo AI Assistant 🤝

Your Virtual Teammate Across Atlassian

⚙ Rovo is a broader Atlassian AI initiative, reportedly **freely available**.

⚙ Designed to act as a virtual teammate.

⚙ (Source: The Australian / Atlassian)

Rovo Components: Search

Finding Information Across All Your Tools

⚙ Rovo Search allows you to find information across **all** your Atlassian products.

⚙ It can also integrate with some third-party apps.

⚙ One search to rule them all!

Rovo Components: Chat

Conversational Insights & Actions

⚙ Rovo Chat enables conversational interaction with your data and knowledge.

⚙ Ask questions, get summaries, initiate actions.

Rovo Components: Agents

Automating Tasks and Workflows

⚙ Rovo Agents can be configured to

automate various tasks.

⚙ Improves knowledge access and

streamlines processes across platforms.

Atlassian's Big Bet on AI

Integrating Intelligence System-Wide

⚙ These features (JSM AI, Rovo) show a commitment to making AI a core part of their ecosystem.

⚙ The goal is to make teams **more productive and informed**.

Challenges: Data Privacy & Training

Ensuring Responsible & Effective AI

⚙ For AI to learn from *your* data, privacy and security are paramount.

⚙ Effective training and fine-tuning of these AI agents will be key to their success.

Next Wave: Communication Tools

How is AI Changing How We Talk & Meet?

⚙ Atlassian is one piece.

What about our daily comms hubs?

⚙ **Next Up (Part 4):** AI Revolution in

Microsoft Teams!

⚙ Stay tuned!

Atlassian AI: Service Management & Rovo Assistant

Read the Full Article: AI Innovations 2025...

All PDF carousels available at **https://agilp.org/pdf/**

Using JSM Virtual Agent or Rovo Yet?

LinkedIn: https://www.linkedin.com/in/amitabhrjha/

X (Twitter): https://x.com/amitabhrjha

Web: www.agilp.org

Sources: Atlassian, The Australian

Disclaimer & Acknowledgments