

« 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!

≡ Series: AI Innovations 2025 (Part 3 of 7) ≡

Atlassian AI: Service Management & Rovo Assistant

Part 1: Intro & Miro AI

Access Part 1 PDF

Part 2: Atlassian Intelligence (Jira/Confluence)

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Part 3: More Atlassian AI & Rovo (Current)

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Part 4: Microsoft Teams AI Revolution

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Part 5: More MS Teams & Developer Tools

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Part 6: Outlook AI & Smart Scheduling

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Part 7: The Common Thread & Conclusion

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Automate & Assist with Atlassian AI \Rightarrow

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

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