

# 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)

**Access Part 2 PDF**

**Part 3: More Atlassian AI & Rovo (Current)**

**Access Part 3 PDF**

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

## Using JSM Virtual Agent or Rovo Yet?

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



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



Web: [www.agilp.org](http://www.agilp.org)



Sources: Atlassian, The Australian



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