



Jira Service Desk를 활용한 ITSM



이현경 | INFRAWARE TECHNOLOGY

INTRODUCTION

IT service management (ITSM) is simply how you manage the delivery of end-to-end IT services to your customers based on best practices.

IT Service Management



Incidents

장애 접수 및 담당자
할당, 처리



Change

IT 서비스 변경 관리



Problems

장애와 연관된 실제
문제점에 대한 분석
및 관리



Other IT Service requests

IT 서비스 요청사항
접수 및 담당자 할당,
처리



Jira Service Desk

25,000+



Sotheby's



JIRA SERVICE DESK

Twitter reduces its support email volume by 80% with Jira Service Desk.

Legacy ITSM Tools are just too expensive, not easy to use, and leave teams trapped in silos.

기존 ITSM 문제점 > 프로세스



처리 그룹 간
다른 프로세스
운영



인시던트 발생에
대한 전체 공유가
어려움



불필요한
프로세스 존재

기존 ITSM 문제점 > 조직/기술



제한적인 서비스
기능



적당히 처리하는
조직 문화



장애 처리에 대한
역할과 책임 모호

기존 ITSM 문제점 > 요청자



처리 결과에
대한 정보 조회
불가



자체 해결
가능한 도구의
부재

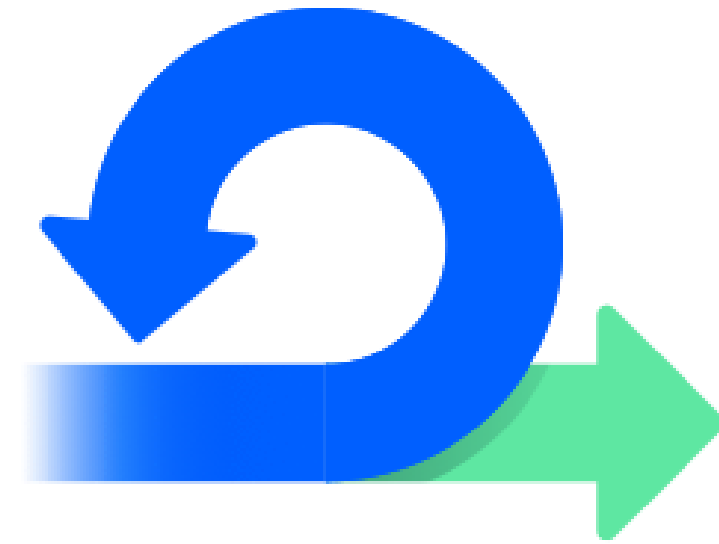


유형 별 다른
처리 창구로 인한
혼선

Jira Service Desk를 통한 ITSM 개선



**Portal >
Knowledge
base**



Process



Notification



Reporting

Portal



Jira Service Desk Customer Portal

The screenshot displays the Jira Service Desk Customer Portal interface. At the top right, there is a navigation bar with a "Requests" button showing a count of 1 and a user profile icon. The main header area features a green background with a stylized cityscape illustration and the text "Acme Service Desk". Below this is a large search bar with the placeholder text "What do you need help with?".

On the left side, there is a sidebar menu with the following items:

- Help Center
- Umbrella Corporation Customer Service
- Welcome! You can raise a Umt
- What do you need help with?
- Technical support: Need help installing, c
- Licensing and billing: Choose this if you ha
- Product trial questi: Trying out our produc questions.
- Other questions: Don't see what you're
- Report a bug: Tell us the problems y
- Suggest a new fea: Let us know your idee
- Suggest improvem: See a place where w

The main content area below the search bar includes a "Find a solution" search bar and a list of categories:

1. Common Requests
2. Logins & Accounts
3. Desktops & Laptops
4. Email & Phones
5. Applications
6. Servers & Infrastructure

Below the categories, there is a "Popular" section with the following items:

- IT Service Desk
- Legal Service Desk
- Browse all

On the right side of the "Popular" section, there are three icons with corresponding text:

- Question: Don't hesitate to ask us anything.
- Feature: Do you have any awesome ideas for our add-on?
- Bug: Is something not working as expected?

PORTAL CONFIGURATION

메뉴 그룹 생성

아이콘 선택과 텍스트 입력
만으로 빠른 메뉴 그룹 및
메뉴 리스트 생성

The screenshot displays the 'Request types' configuration page in Jira. On the left, a sidebar lists menu groups: 'Common Requests', 'Logins and Accounts', 'Computers', 'Applications' (highlighted), 'Servers and Infrastruct...', 'Hidden from portal' (0), and 'Add group'. The main area is titled 'Applications' and contains a table of request types. The table has columns for 'Icon', 'Request name', 'Issue type', 'Description (Optional)', and 'Actions'. A 'Create request type' button is visible at the top right of the table.

Icon	Request name	Issue type	Description (Optional)	Actions
	<input type="text"/>	<input checked="" type="checkbox"/> Task	<input type="text"/>	Create request type
	Request new software	<input checked="" type="checkbox"/> Service Request	If you need a software license, raise a request here.	Edit fields Edit groups 2 x
	Upgrade or change a managed system	<input checked="" type="checkbox"/> Change	For example, upgrade JIRA.	Edit fields Edit groups 1 x

Issue types

- Bug

- Epic

- Improvement



PORTAL CONFIGURATION

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요청 화면 생성

아이콘 선택과 텍스트
입력만으로 빠른 메뉴 그룹 및
메뉴 리스트 생성

The screenshot shows the configuration page for a request type named "Get IT help". It includes tabs for "Fields" and "Workflow Statuses". A message states that the form is linked to the "Service Request" issue type, with 1 of 9 fields used. There is a "Help and instructions" section with a text input field and a "Links" field containing "[link name|http://example.com]". Below this is a "Visible fields" table with one row for "Summary", which is required. At the bottom, there is a "Hidden fields with preset values" section which is currently empty, and a "Create" button.

Request types / Get IT help view this request form

Fields Workflow Statuses

This request form is linked to the following issue type: **Service Request** (1 of 9 field/s used) + Add a field

Help and instructions (Optional)

Links [link name|http://example.com]

Visible fields

Display name	Required	Field help (Optional)	Actions
Summary	Yes		Hide Remove

Hidden fields with preset values

Name	Preset value	Actions
This Request Type has no hidden fields.		

Drag and drop files, paste screenshots, or browse

Create Cancel

PORTAL CONFIGURATION

메뉴 그룹 생성

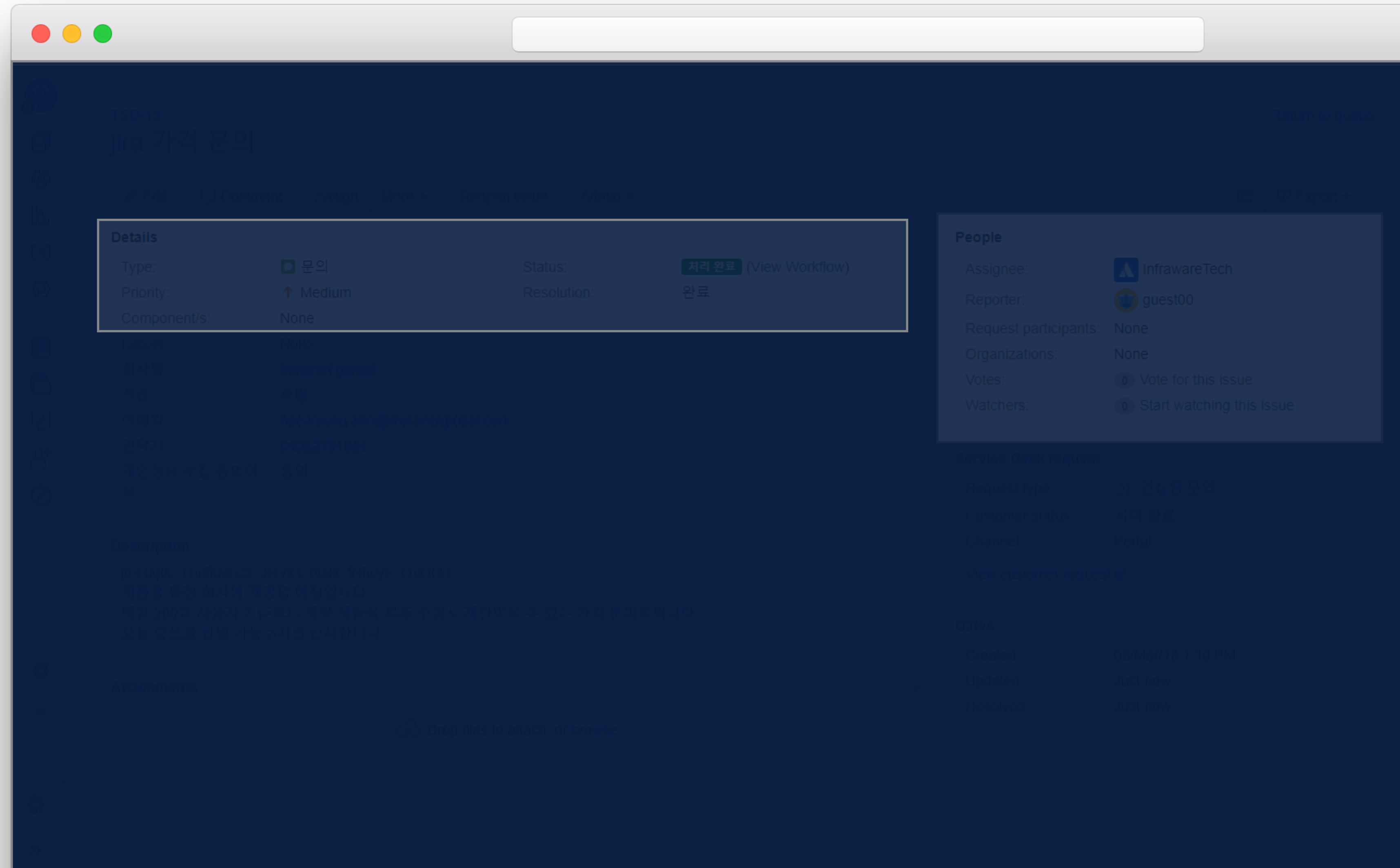
아이콘 선택과 텍스트 입력
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이슈 관리

Queue로 쌓이는 이슈를 관리



PORTAL CONFIGURATION

메뉴 그룹 생성

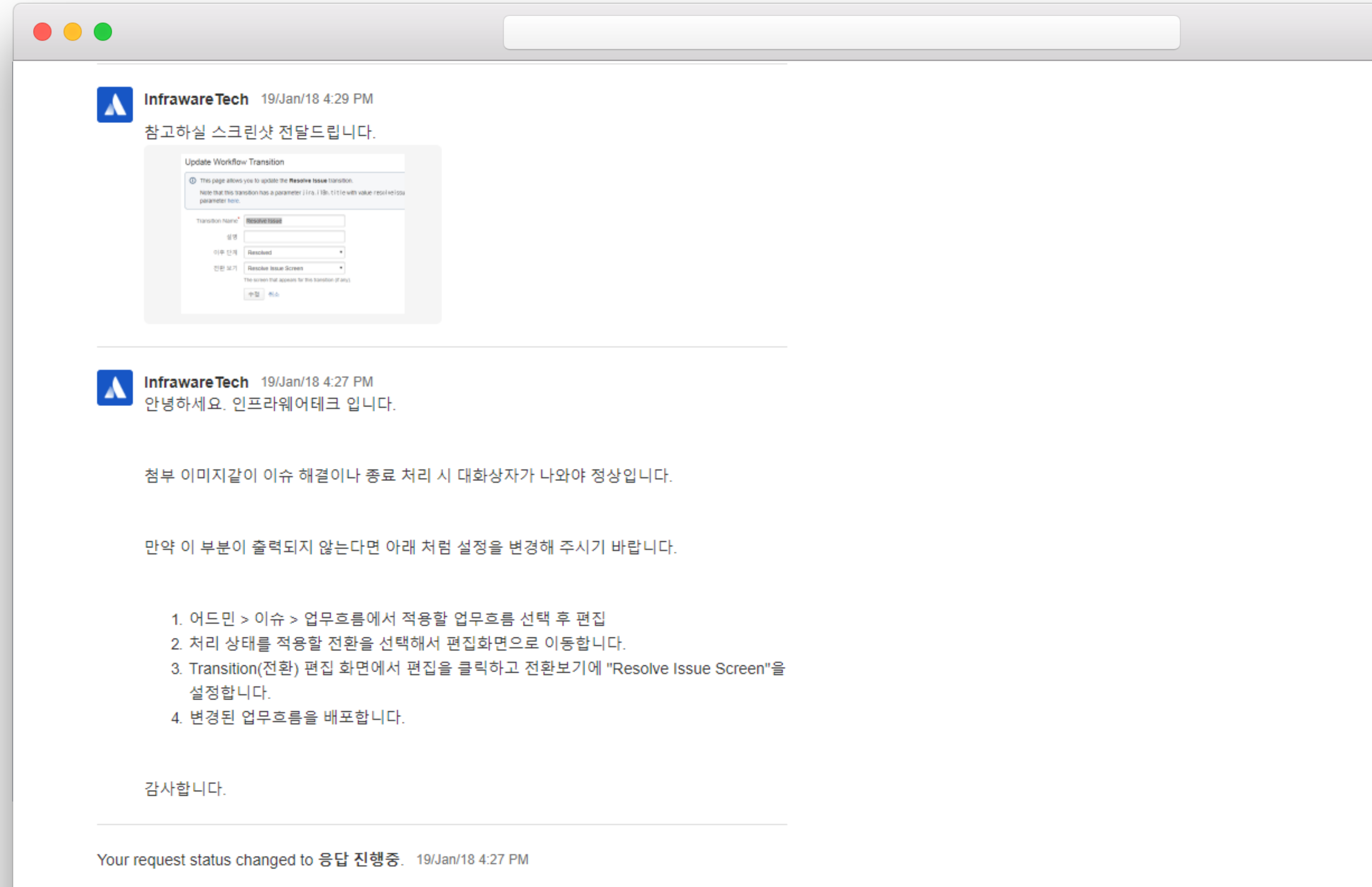
아이콘 선택과 텍스트 입력
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이슈 관리

상태 변경 및 Comment 작성 시
Customer Portal과 연동



Infraware Tech 19/Jan/18 4:29 PM
참고하실 스크린샷 전달드립니다.



Infraware Tech 19/Jan/18 4:27 PM
안녕하세요. 인프라웨어테크 입니다.

첨부 이미지같이 이슈 해결이나 종료 처리 시 대화상자가 나와야 정상입니다.

만약 이 부분이 출력되지 않는다면 아래 처럼 설정을 변경해 주시기 바랍니다.

1. 어드민 > 이슈 > 업무흐름에서 적용할 업무흐름 선택 후 편집
2. 처리 상태를 적용할 전환을 선택해서 편집화면으로 이동합니다.
3. Transition(전환) 편집 화면에서 편집을 클릭하고 전환보기에 "Resolve Issue Screen"을 설정합니다.
4. 변경된 업무흐름을 배포합니다.

감사합니다.

Your request status changed to 응답 진행중. 19/Jan/18 4:27 PM

PORTAL CONFIGURATION

메뉴 그룹 생성

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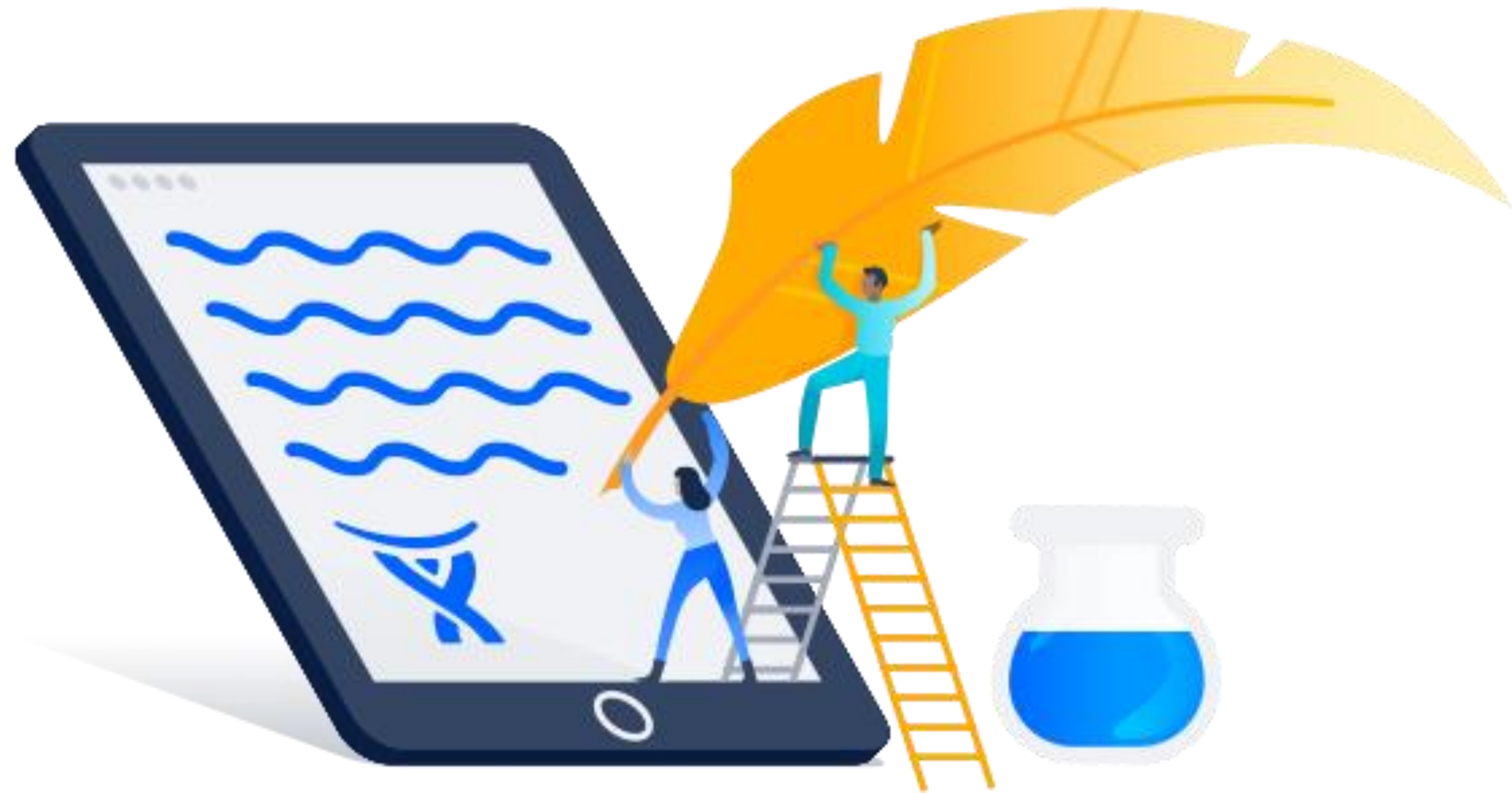
이슈 관리

상태 변경 및 Comment 작성 시
Customer Portal과 연동
Customer는 Portal에서 이슈
상태 확인 및 관리

The screenshot displays the 'InfracoreTech Service Desk' interface. At the top, there is a green header with the text 'InfracoreTech Service Desk' and a 'Requests' link on the right. Below the header, a blue megaphone icon is followed by the text 'Atlassian Solution Partner' and a welcome message in Korean: '인프라웨어 테크놀러지의 Service Desk에 오신 것을 환영합니다.' Below this, the text 'InfracoreTech Service Desk' and 'Requests' are displayed. A search bar and several filter dropdowns are present: 'Open requests', 'Created by me', 'Any request type', and a search input field with the placeholder 'Search for requests'. Below these filters is a table of requests with the following columns: Type, Reference, Summary, Service desk, Status, and Requester. The table contains six rows of data.

Type	Reference	Summary	Service desk	Status	Requester
	SDT-6	Request a desk phone	service desk pia	PENDING	guest20
	SDT-8	JIRA / CONFLUENCE 800user 견적 요청	service desk pia	IN PROGRESS	guest20
	SDT-5	노트북 변경 요청	service desk pia	ESCALATED	guest20
	SDT-3	Set up VPN to the office	service desk pia	IN PROGRESS	guest20
	SDT-7	일부 스프린트 시작 버튼 미 활성화 원인 확인 요청의 건	service desk pia	OPEN	guest20
	SDT-4	비밀번호 변경 요청	service desk pia	WAITING FOR SUPPORT	guest20

Knowledge base



KNOWLEDGE BASE

Confluence

오류 발생 시 해결 방안, 가이드
정리 문서들 구성

Related article

Customer Portal 홈의 Search
box에 입력할 때, Request 생성
시 Keyword를 통한 제안 article
출력

The screenshot shows a Confluence interface for a knowledge base. The top navigation bar includes 'Confluence', 'Spaces', 'Blogs', 'Create', and a menu icon. The left sidebar shows the 'InfrawareTech Knowledge Bases' logo and 'SPACE SHORTCUTS' with links to 'IT Service Desk', 'InfrawareTech Home', and 'Troubleshooting articles'. The main content area is titled 'InfrawareTech Knowledge Bases' and features a search box with the placeholder text 'Search for a solution'. Below the search box, there are three columns of content: 'Recently Updated' with a list of articles including 'Troubleshooting articles', 'JIRA Confluence 연동 시 오류 메시지 출력', 'Reporter 나 Assignee 만 프로젝트에 접근할 수 있도록 설정하는 방법', 'Custom Field 에 Help Tip 넣는 방법', 'JIRA와 Confluence 로그인 이 자꾸 끊깁니다.', 'JIRA 시스템의 보안성은 어느정도 인가요?', 'JIRA Knowledge Base', '이슈 상세 페이지에서 상태 전환이 표시되지 않습니다.', 'JIRA Software와 JIRA Core의 차이점이 무엇인가요?', '현재 스프린트를 JQL로 어떻게 조회하나요?', 'Confluence에서 더 많은 통계를 얻으려면 어떻게 해야 하나요?', and 'JIRA Agile 업그레이드 실패'; 'Tree browser' with a list of knowledge bases including 'Bamboo Knowledge Base', 'Bitbucket Knowledge Base', 'Common Knowledge Bases', 'Confluence Knowledge Base', 'Fisheye & Crucible Knowledge Base', 'Hipchat Knowledge Base', 'JIRA Knowledge Base', 'JIRA Service Desk Knowledge Base', and 'Troubleshooting articles'; and a '고객 문의' link.

PSD Service Desk

Welcome! You can raise a request from the options provided.

무엇을 도와드릴까요?



Common Requests

Logins and Accounts

Computers

Applications

Servers and Infrastructure



Get IT help

Get assistance for general IT problems and questions.



Set up VPN to the office

Want to access work stuff from outside? Let us know.



Request a new account

Request a new account for a system.



Desktop/Laptop support

If you are having computer problems, let us know here.



Request a desk phone

If you'd like to request a desk phone, get one here.



Report a system problem

Having trouble with a system?



InfracoreTech Service Desk

Get IT help


대신 이 요청을 제기합니다.

 angela 

Summary

Description (선택사항)

Attachment (선택사항)



파일을 드래그하여 드롭하고 스크린샷을 붙여넣거나,
[찾아보기](#)

[만들기](#) [취소](#)

A person is sitting on a yellow stool, holding a tablet. The tablet screen shows a calendar application with a 'New Event' form. The text 'Request를 생성하지 않아도 스스로 해결 (Self-service) 할 수 있다' is overlaid on the image in white, bold font.

Request를 생성하지 않아도
스스로 해결 (Self-service) 할 수
있다

KNOWLEDGE BASE

Confluence

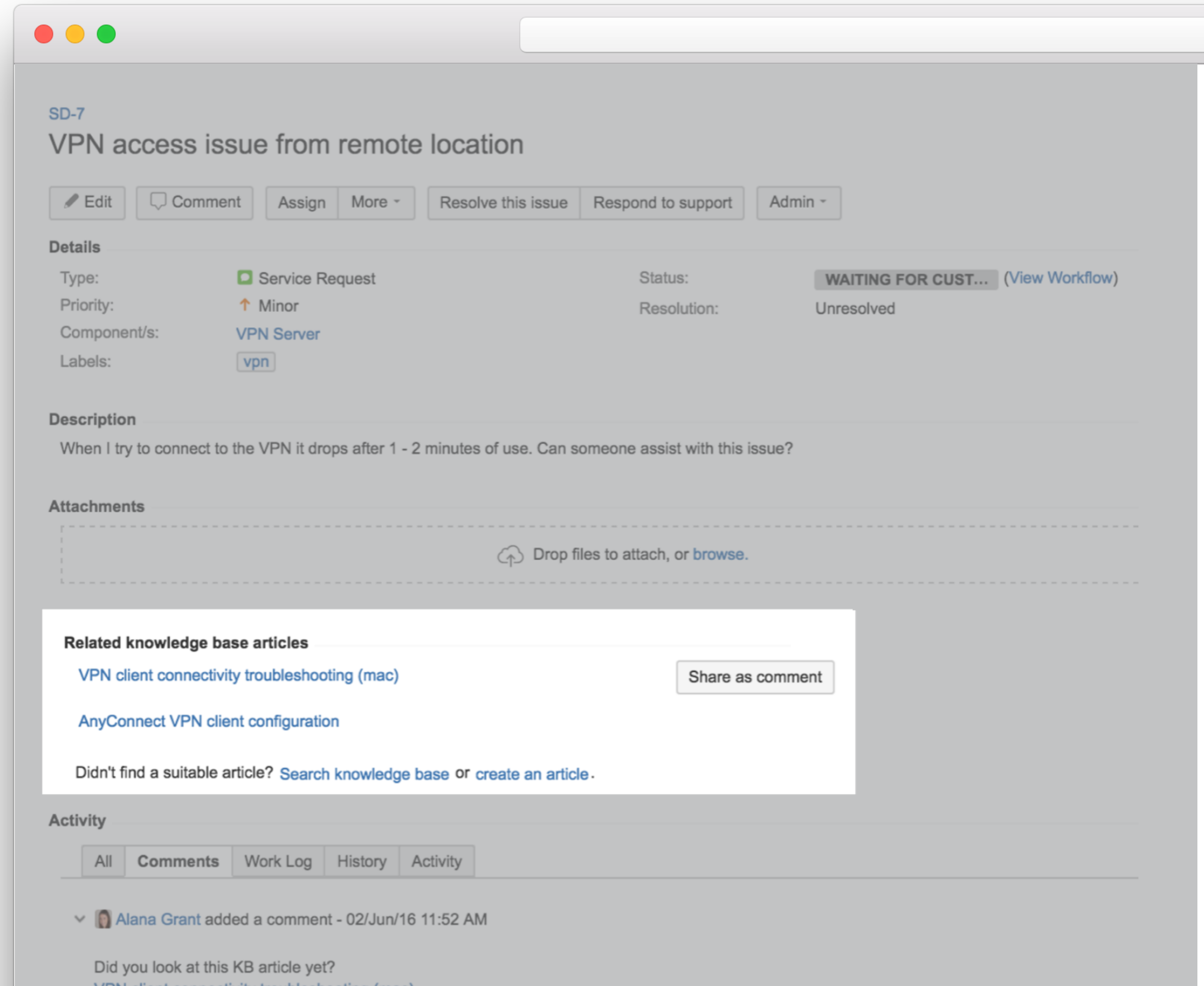
오류 발생 시 해결 방안, 가이드 정리 문서들 구성

Related article

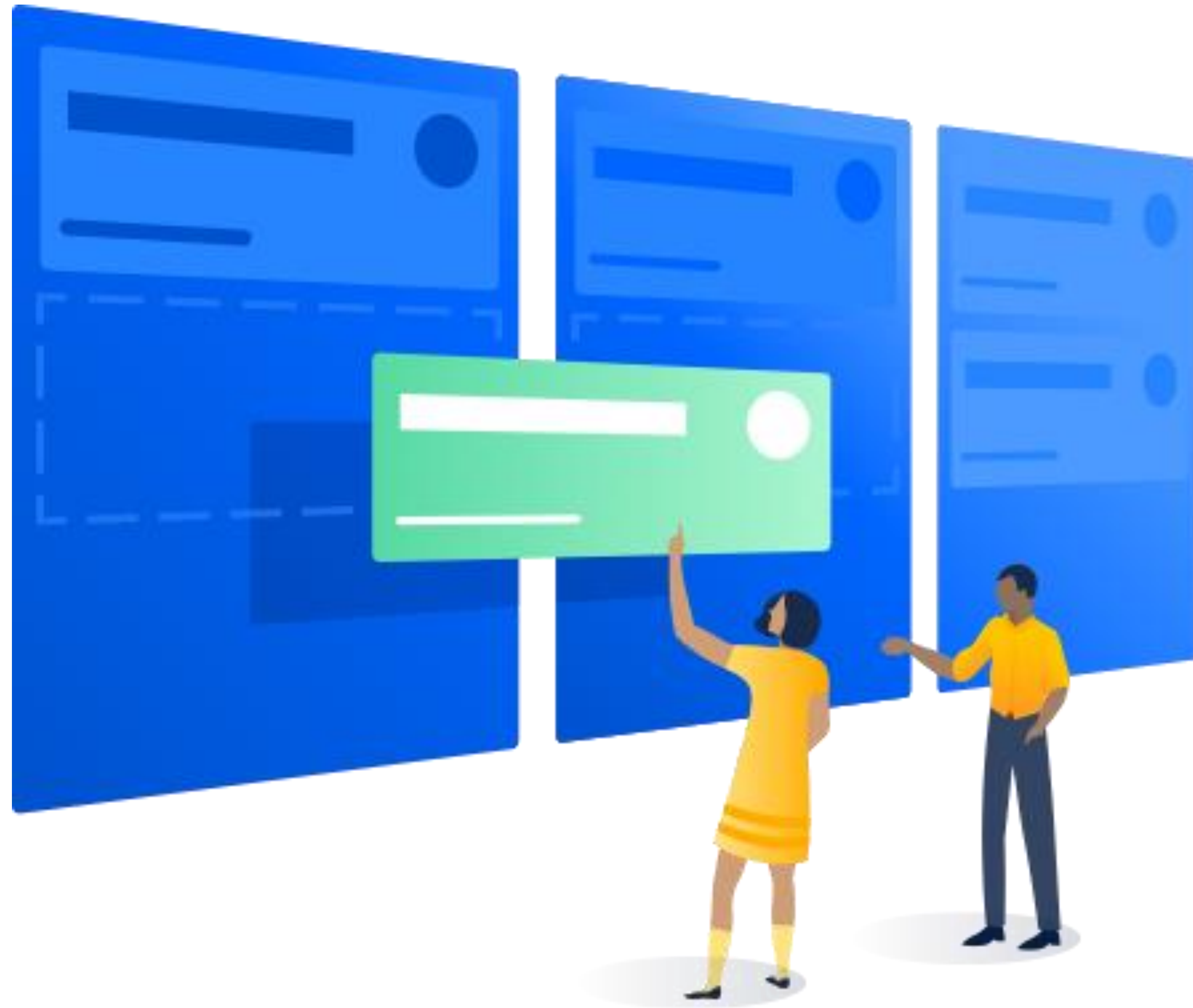
Customer Portal 홈의 Search box에 입력할 때, Request 생성 시 Keyword를 통한 제안 article 출력

Related article

이슈 생성되면 Keyword를 통해 연관된 article 목록을 링크로 추가하여 제공



Process



Process improvement



Workflow

표준화된 업무 프로세스를 배포하고, 그에 따라 이슈 처리하도록 설정



SLA

'서비스 만족 시간'을 정하고, 시간 경과에 대한 시작 조건과 완료 조건을 설정



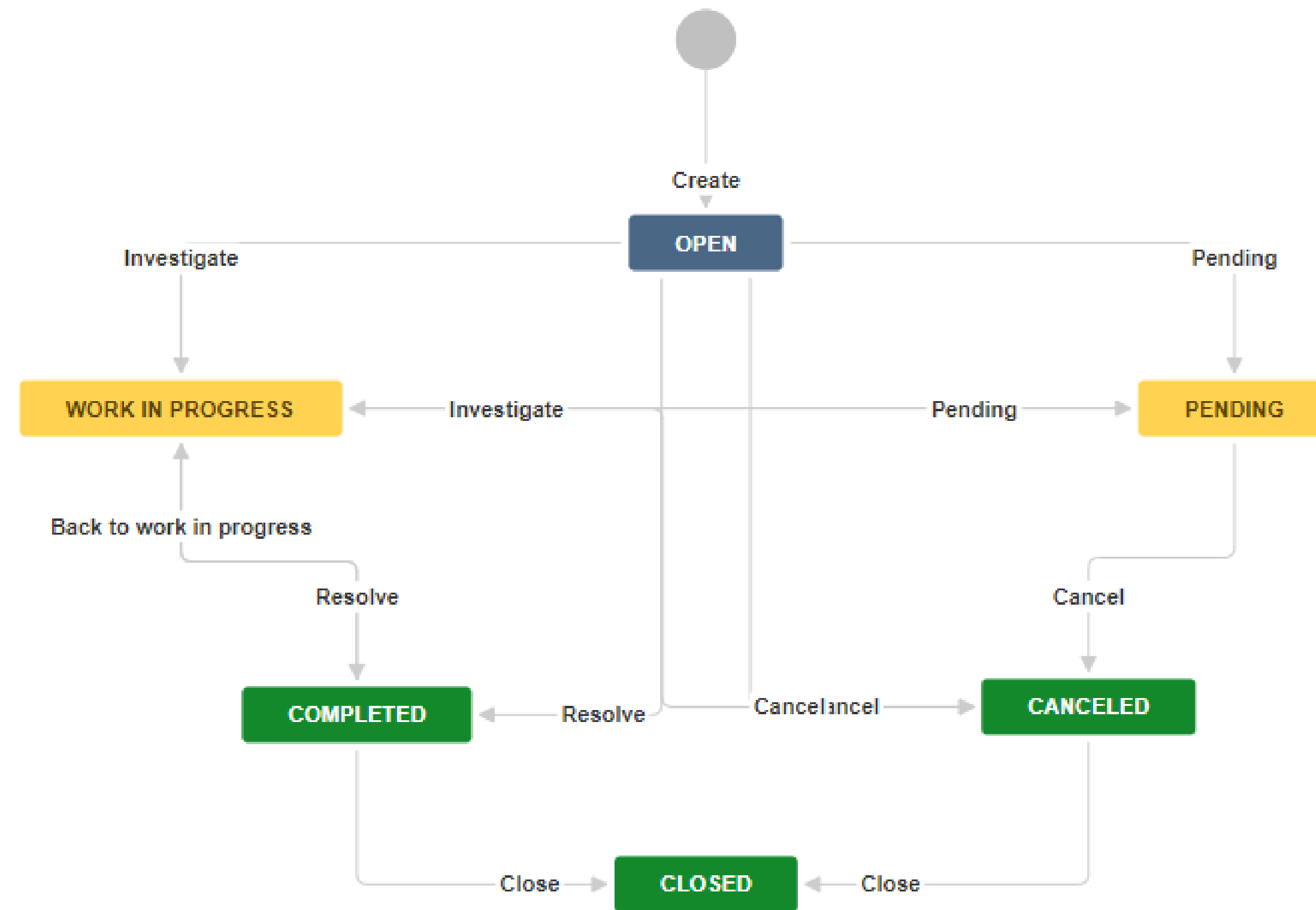
Automation

JQL로 다양한 조건의 자동화 동작을 설정하여, 반복적인 업무 감소

Workflow

표준화된 프로세스로 이슈 처리

워크플로우 디자이너를 통해 간편하게 워크플로우 생성



Workflow

Incident

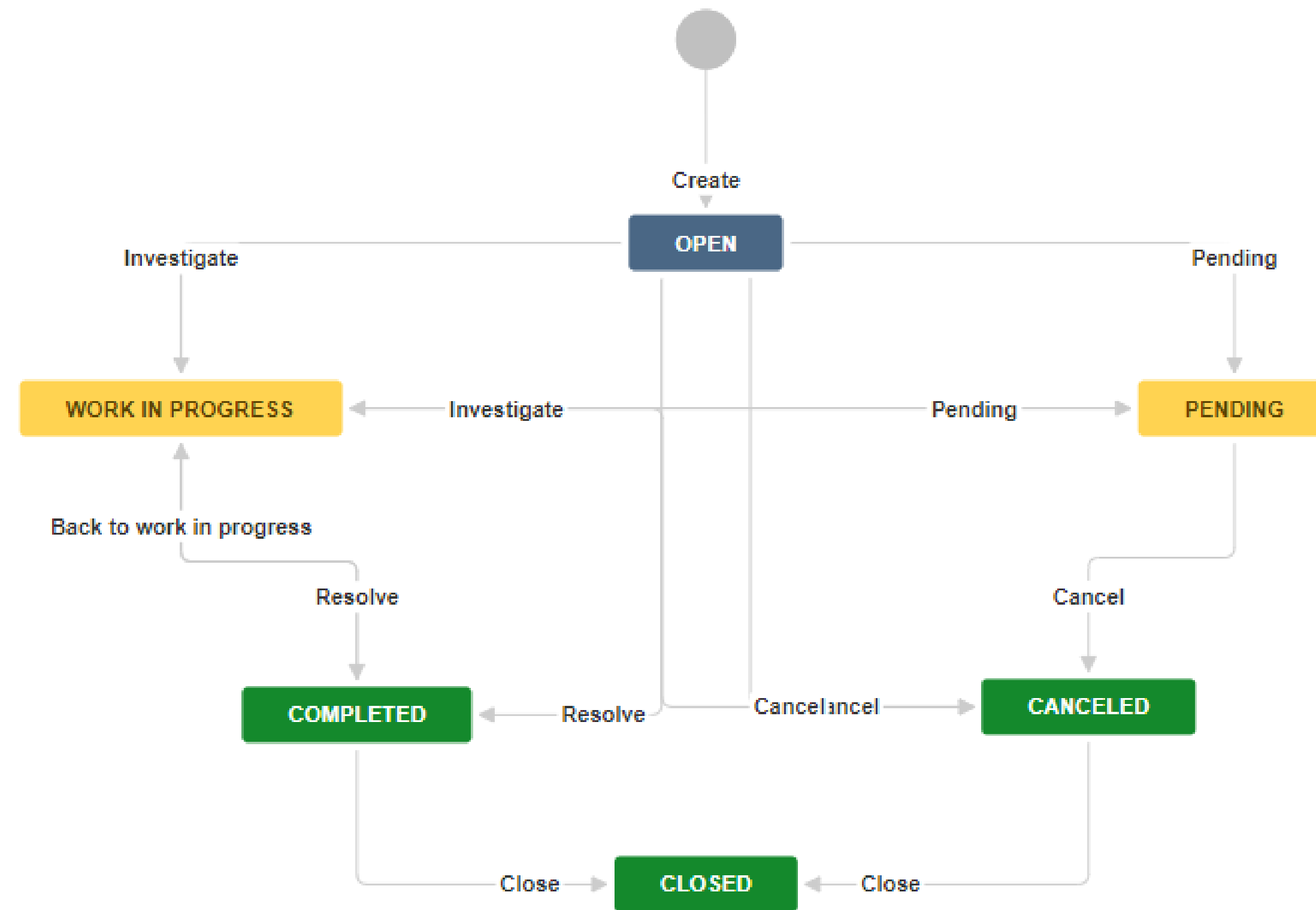
Problem

Service Request

Task

표준화된 프로세스로 이슈 처리

워크플로우 디자이너를 통해 간편하게 워크플로우 생성



Workflow

Incident

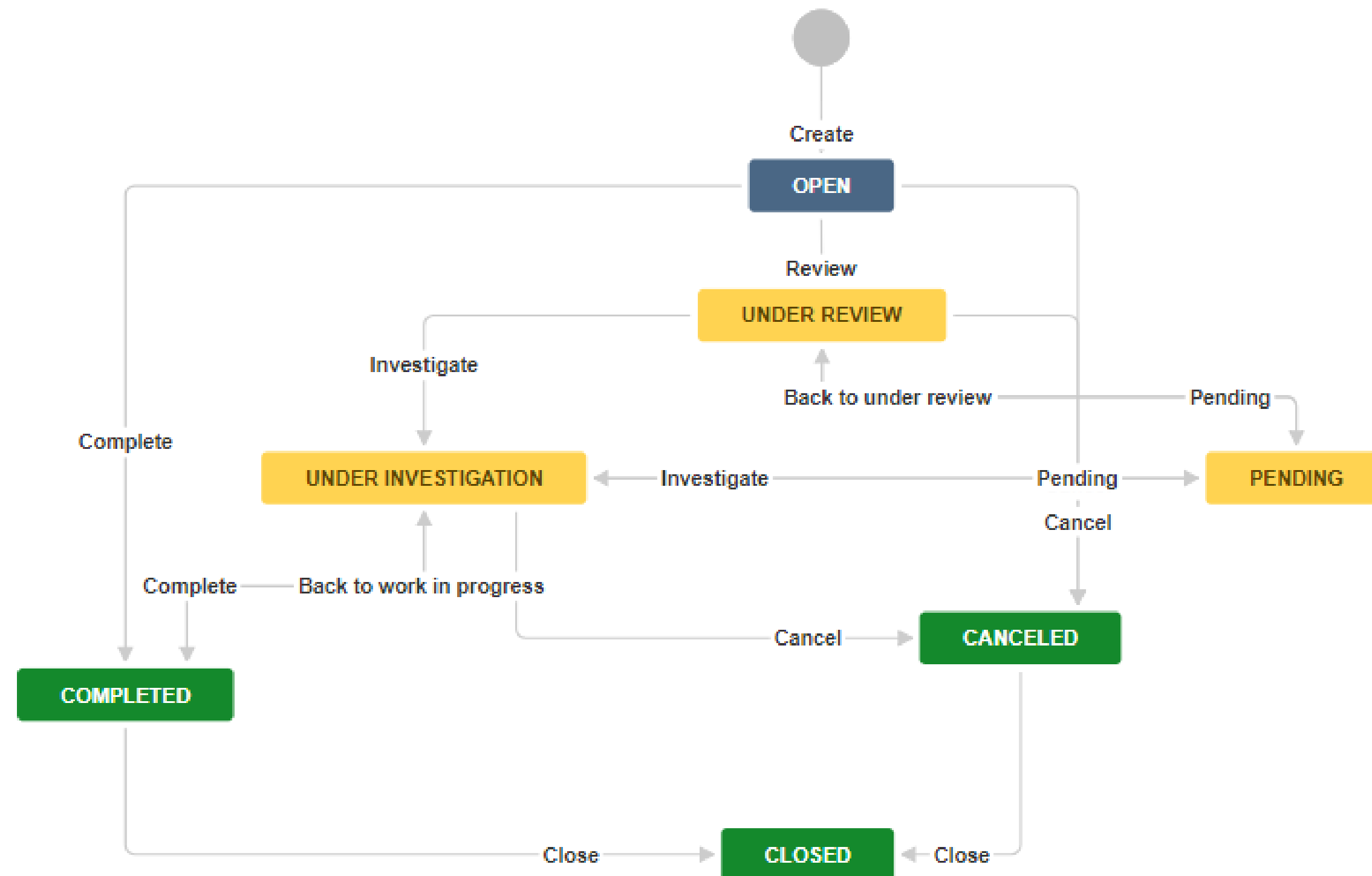
Problem

Service Request

Task

표준화된 프로세스로 이슈 처리

워크플로우 디자이너를 통해 간편하게 워크플로우 생성



Workflow

Incident

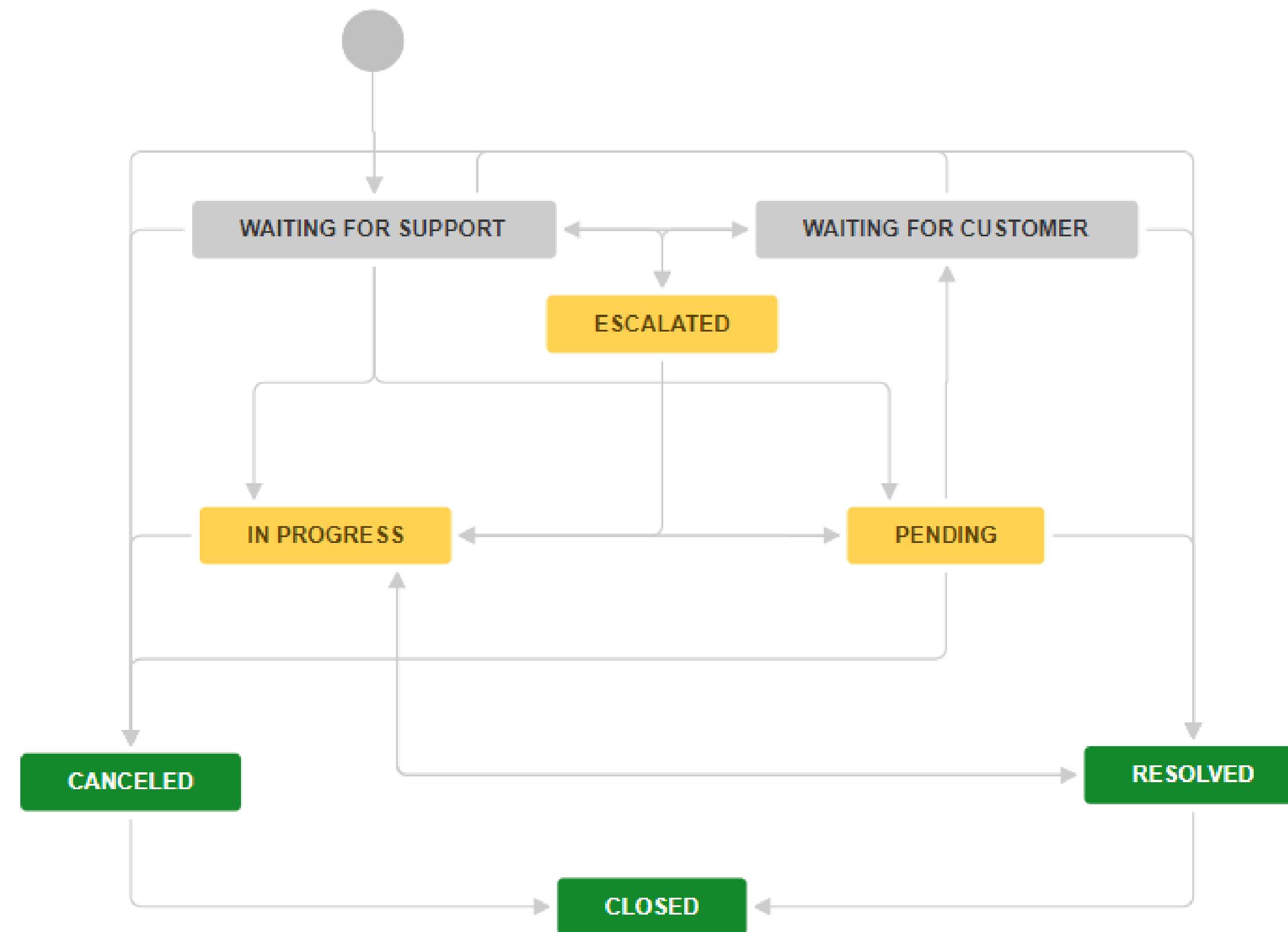
Problem

Service Request

Task

표준화된 프로세스로 이슈 처리

워크플로우 디자이너를 통해 간편하게 워크플로우 생성



Workflow

Incident

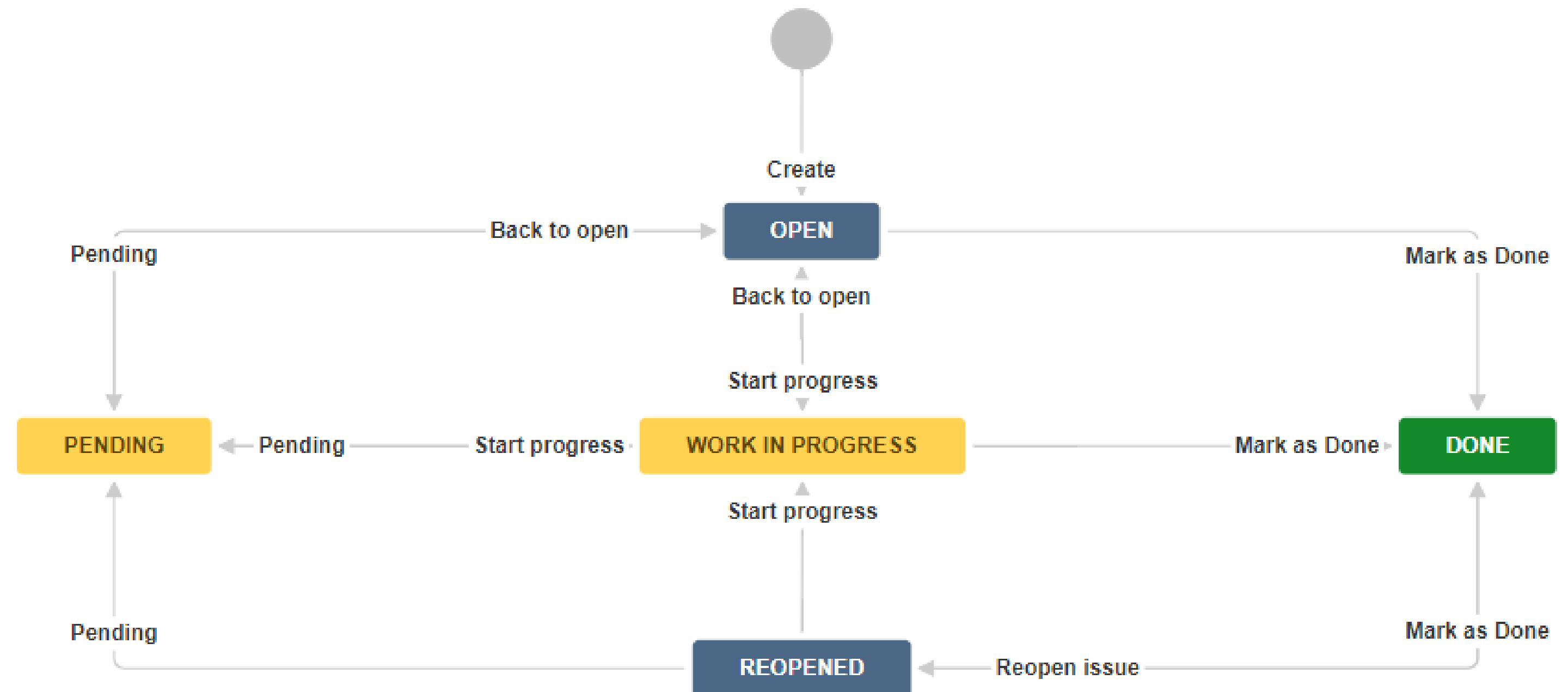
Problem

Service Request

Task

표준화된 프로세스로 이슈 처리

워크플로우 디자이너를 통해 간편하게 워크플로우 생성



Workflow

표준화된 프로세스로 이슈 처리

Jira 와 동일한 방법으로 이슈 관리

문의합니다.

Edit Comment Assign More Resolve this issue Respond to customer Admin Export

Details

Type:	문의	Status:	응답 대기 중 (View Workflow)
Priority:	Medium	Resolution:	Unresolved
Component/s:	None		
Labels:	None		
회사명:	11		
개인정보 수집 동의여부:	동의		
문의 유형:	일반 문의		

Description

11

Attachments

Drop files to attach, or browse.

Structure

Activity

All **Comments** Work Log History Activity

There are no comments yet on this issue.

Click to add comment

SLAs

0min × Time to resolution within 5min

People

Assignee: InfracoreTech

Reporter: hate

Request participants: None

Organizations: None

Votes: Vote for this issue

Watchers: Start watching this issue

Service Desk request

Request type: 일반 문의

Customer status: 응답 대기 중

Channel: Portal

View customer request

Dates

Created: 21/Mar/18 6:02 PM

Updated: 2 minutes ago

Development

Create branch

HipChat discussions

Do you want to discuss this issue? Connect to HipChat.

Connect Dismiss

SLA (Service Level Agreement)

서비스의 '제공자'와 '고객' 간 제공되는 서비스에 대하여, 일정한 서비스 수준을 보장하기 위해 맺는 계약



Description of Service

제공할 서비스 범위 및
기간 정의



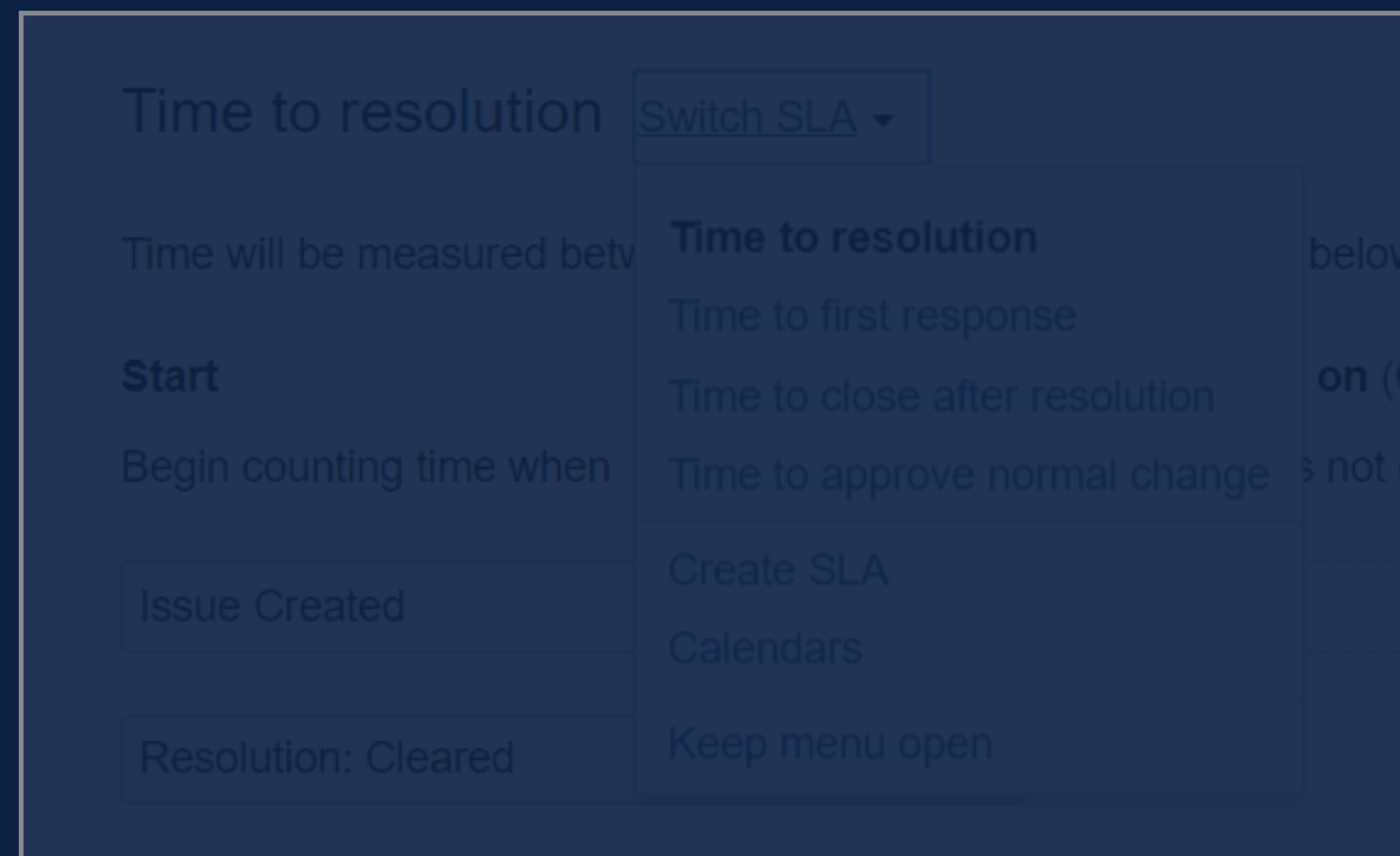
Service Level Goal

목표치를 기준으로
서비스 시간 측정



SLA Sign-off

서비스 성과 측정
(Breach or Met)
SLA 추이 관리



Time to first response

이슈가 생성된 후 서비스 제공자의 첫 응답까지 소요되는 시간

Time to resolution

이슈가 해결 상태로 변경 될 때까지 소요되는 시간

Time to close after resolution

이슈가 해결 된 후 Close 상태로 변경되기 까지 소요되는 시간

SLAs

SLAs

시작-중단-완료 조건 설정

Time Metric
설정

Goal 설정

The image shows three screenshots of the SLA configuration interface, each with a search bar and a list of conditions. The first screenshot shows the 'Start' conditions, with 'Issue Created' and 'Resolution: Cleared' selected. The second screenshot shows the 'Pause on' conditions, with 'Assignee: Set' selected. The third screenshot shows the 'Stop' conditions, with 'Resolution: Set' selected.

Start

해당 이벤트가 발생 했을
시, SLA 시간을 계산하기
시작

Pause on

SLA 시간 중단
해당 조건이 있을 시에는
SLA 계산 중단

Stop

해당 조건과 일치 했을 시,
SLA 시간 계산 완료

SLAs

조건 별 목표 설정

Time Metric
설정

Goal 설정

Time to resolution Switch SLA ▾

Issues (JQL)

조건 별 이슈 목표 설정
Ex) issue type or issue priority

Goal

SLA 목표 시간

Calendar

달력 설정 시, 공휴일 제외
및 업무시간
세팅(AM9~PM6) 가능

Goals

Issues will be checked against this list, top to bottom, and assigned a time target based on the first matching JQL statement.

Issues (JQL)

Goal

Calendar

issuetype = Incident

4h

Sample 9-5 Calendar

issuetype = "Service Request"

8h

Sample 9-5 Calendar

All remaining issues

40h

Sample 9-5 Calendar

SLA Visibility

Time to resolution

4d 7h ⌚
4d 4h ✓
4d 6h ✓
1w ✓
-4d 7h ⌚
-2w 1d ✗
-1mo ⌚
4d ✓
-1mo ✗
-1mo ✗
-1mo ✗

Ongoing SLA

- 10:09 ⌚ 1시간 이상의 SLA 잔여시간
- 0:48 ⌚ 1시간 이하의 SLA 잔여시간
- 0:23 ⌚ 30분 이하의 SLA 잔여시간
- 17 ⌚ SLA 목표 시간 위반 (Breached)

Completed SLA

- 17 ✓ SLA 위반하지 않음 (Met)
- 24 ✗ SLA 위반함 (Breached)

Key	Customer Request Type	Status	Summary	Created	Reporter	Due	평가 만료일
ISD-95			테스트	17/May/18			
ISD-94	기술문의		이슈 생성 시 참조 필드 디폴드 값 수정의 건	17/May/18			
ISD-93	기술문의		이슈 생성 시 참조 필드 사용자 추가	14/May/18			
ISD-92	기술문의		일부 스크린샷 시작 버튼 미 활성화 원인 확인 요청의 건	09/May/18			
ISD-91	컨설팅문의			03/May/18			
ISD-90	[Server] 신규			20/Apr/18			
ISD-88	기술문의		big gantt 권한 설정 오류	19/Mar/18			
ISD-87	기술문의		jira slash간의 smart commit link	13/Mar/18			
ISD-86	기술문의		start date end date 자동 설정	30/Jan/18			
ISD-85	기술문의		jira 중복사와 remote copy의 차이점	23/Jan/18			
ISD-84	기술문의			19/Jan/18			

Automation

Automation

WHEN, IF, THEN 조건을 설정하여 원하는 자동화 항목을 생성 및 관리



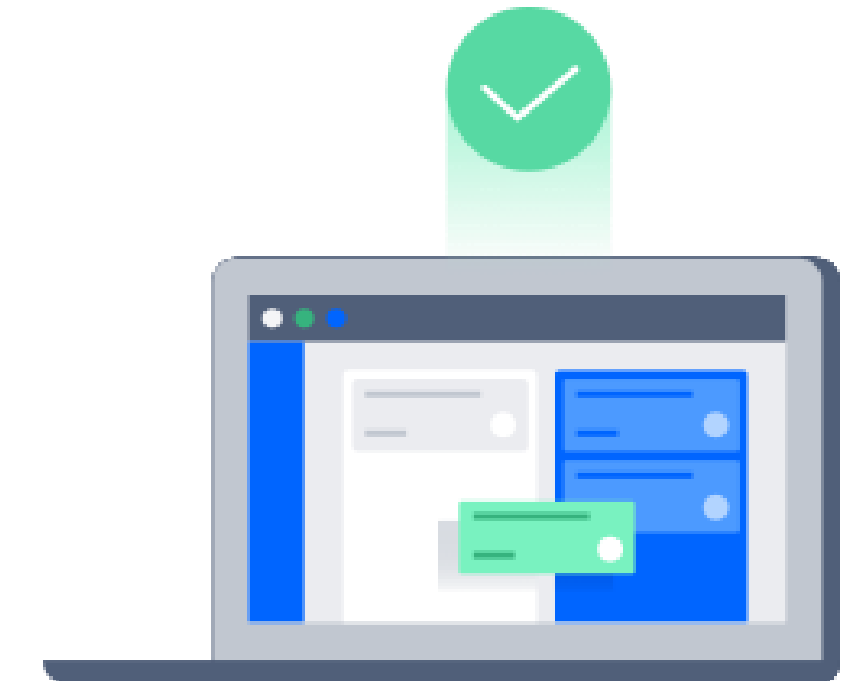
WHEN

이슈 생성
이슈 상태 변경
Comment 추가
SLA 시간
링크 걸린 이슈 상태 변경



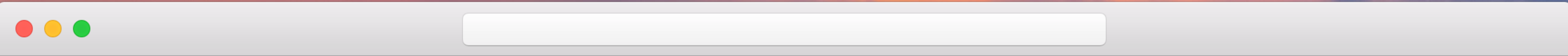
IF

JQL 활용



THEN

이슈 상태 전환
Comment 추가
Email 보내기



Project settings

- Summary
- Details
- Re-index project
- Delete project
- Request types
- Customer permissions
- Portal settings
- Email requests
- Customer notifications
- Satisfaction settings
- Knowledge base
- SLAs
- Automation**
- Issue types

- Summary
- Details
- Re-index project
- Delete project
- Request types
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- Satisfaction settings
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- SLAs
- Automation**
- Issue types

Automation

By default rules run as **InfrawareTech**. Change default event user

Name	Description	Action
Transition on comment	When a comment is added to an issue, this rule automatically transitions the issue so it's clear who it's waiting on.	View
Update when a linked issue changes	When the status of an issue changes, this rule will add a comment to its related issues. You can customize this to resolve related issues, change which issues are updated, and more.	View
Auto-close after being resolved for 3 business days	After 3 business days of the resolution being set, auto-close issues unless the resolution is cleared. The condition and the 3 day limit are set in the 'Time to close after resolution' SLA.	View
Auto-approve standard changes	After a standard change is created, this rule transitions the change through the 'Peer review / Change manager approval' stage to 'Planning'. It adds a customer-facing comment stating the approval was automated.	View
MISSING INFORMATION	This rule automatically sets the right request type based on keywords in requests sent by email.	View

- Issue types
 - Change
 - Incident
 - Problem
 - Service Request
 - Service Request with A...
 - Sub-task
 - Task



Automation

빠른 업무 처리 요청

SLA: 'Time to first response' 사용

Example (1)

Example (2)

WHEN
SLA time remaining
Time to first resp...

Issue matches
assignee = hjyro88

WHEN
정해진 최초 응답 시간이 60분
남았을 때

Edit WHEN

SLA
Time to first response

Event
Due soon (60 min remaining)

Confirm Cancel

Automation

빠른 업무 처리 요청

Example (1)

Example (2)



Automation

Example (1)

Example (2)

빠른 업무 처리 요청

'내부용'으로 코멘트 추가

WHEN
SLA time remaining
Time to first resp...

IF
issue matches
assignee in (mem...

THEN
Add comment
안녕하세요 [~hjr...]

THEN
자동으로 Comment를 등록하여
담당자에게 빠른 처리 요청

Comment type 선택

Edit THEN

Add comment

Comment text
고객 분이 기다리고 있으므로 빠른 처리 부탁드립니다.
감사합니다.

preview · syntax help

Comment type
Internal
Public

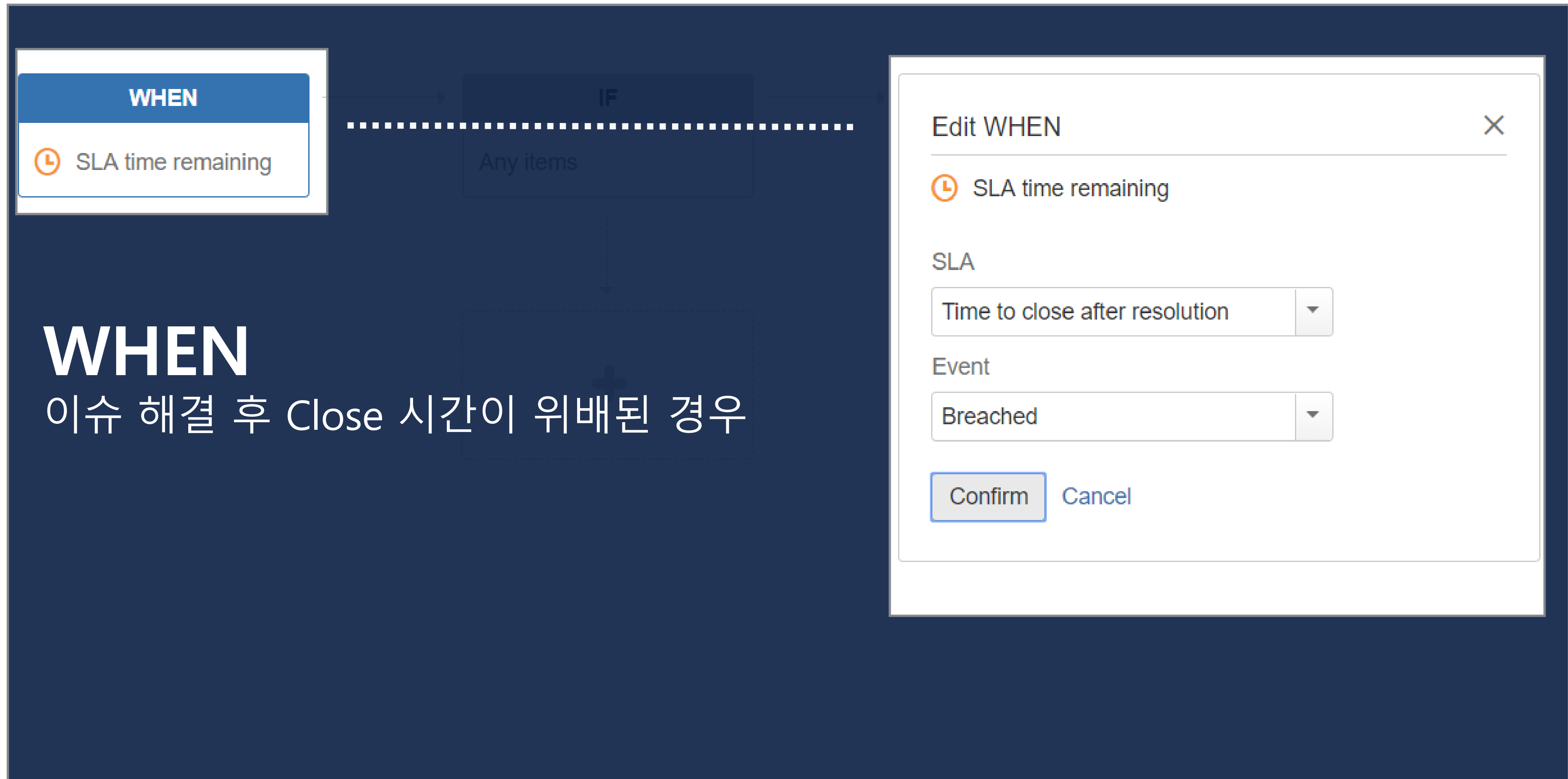
Automation

이슈 해결 후 자동으로 Close 처리

SLA: 'Time to close after resolution' 사용

Example (1)

Example (2)



The image shows a workflow diagram and a configuration window. The workflow consists of a 'WHEN' trigger, an 'IF' condition, and an 'ACTION' step. The 'WHEN' trigger is 'SLA time remaining'. The 'IF' condition is 'Any items'. The 'ACTION' step is 'Close issue'. The configuration window is titled 'Edit WHEN' and shows the following settings:

- SLA: Time to close after resolution
- Event: Breached
- Buttons: Confirm, Cancel

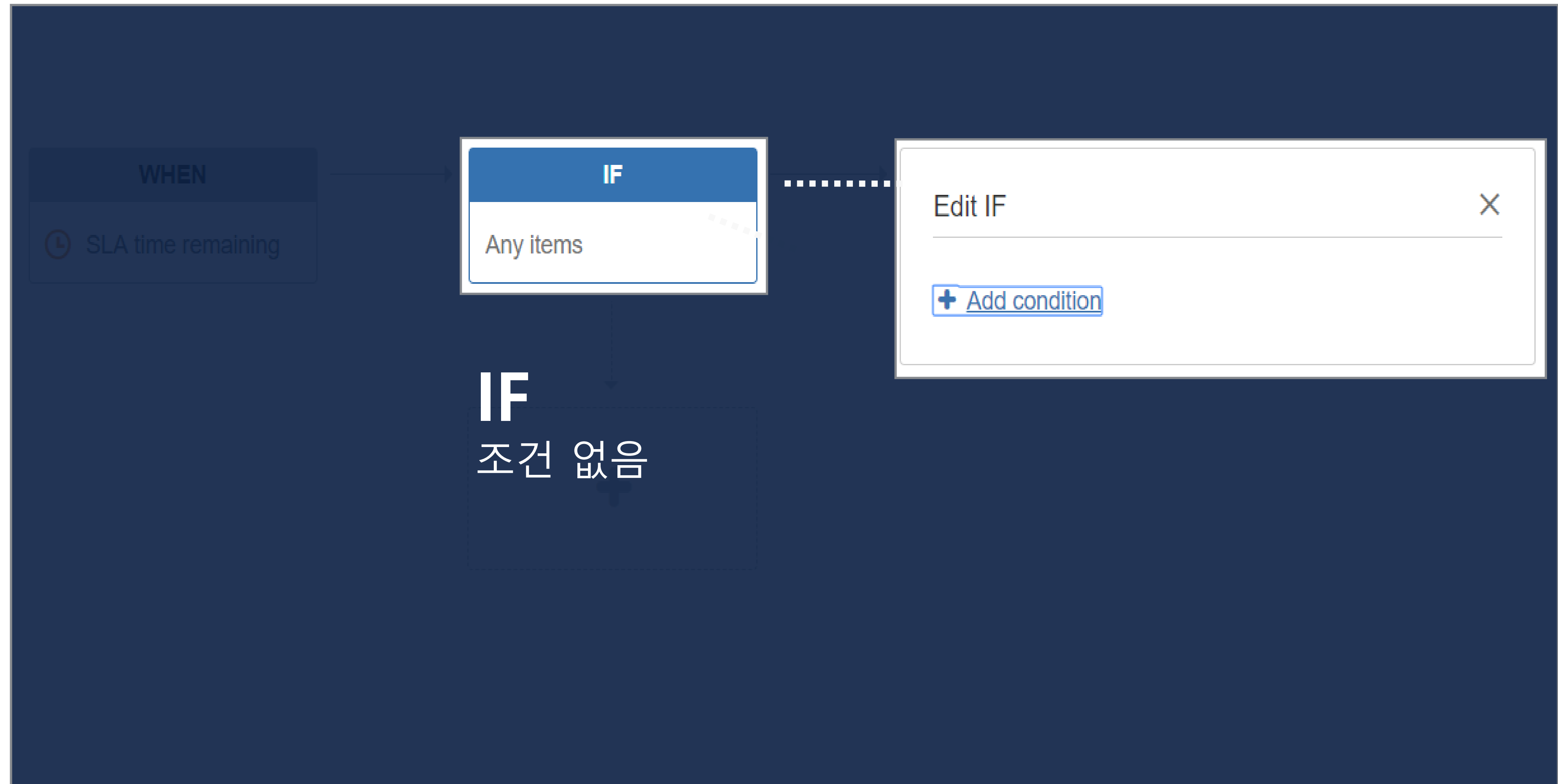
WHEN
이슈 해결 후 Close 시간이 위배된 경우

Automation

이슈 해결 후 자동으로 Close 처리

Example (1)

Example (2)



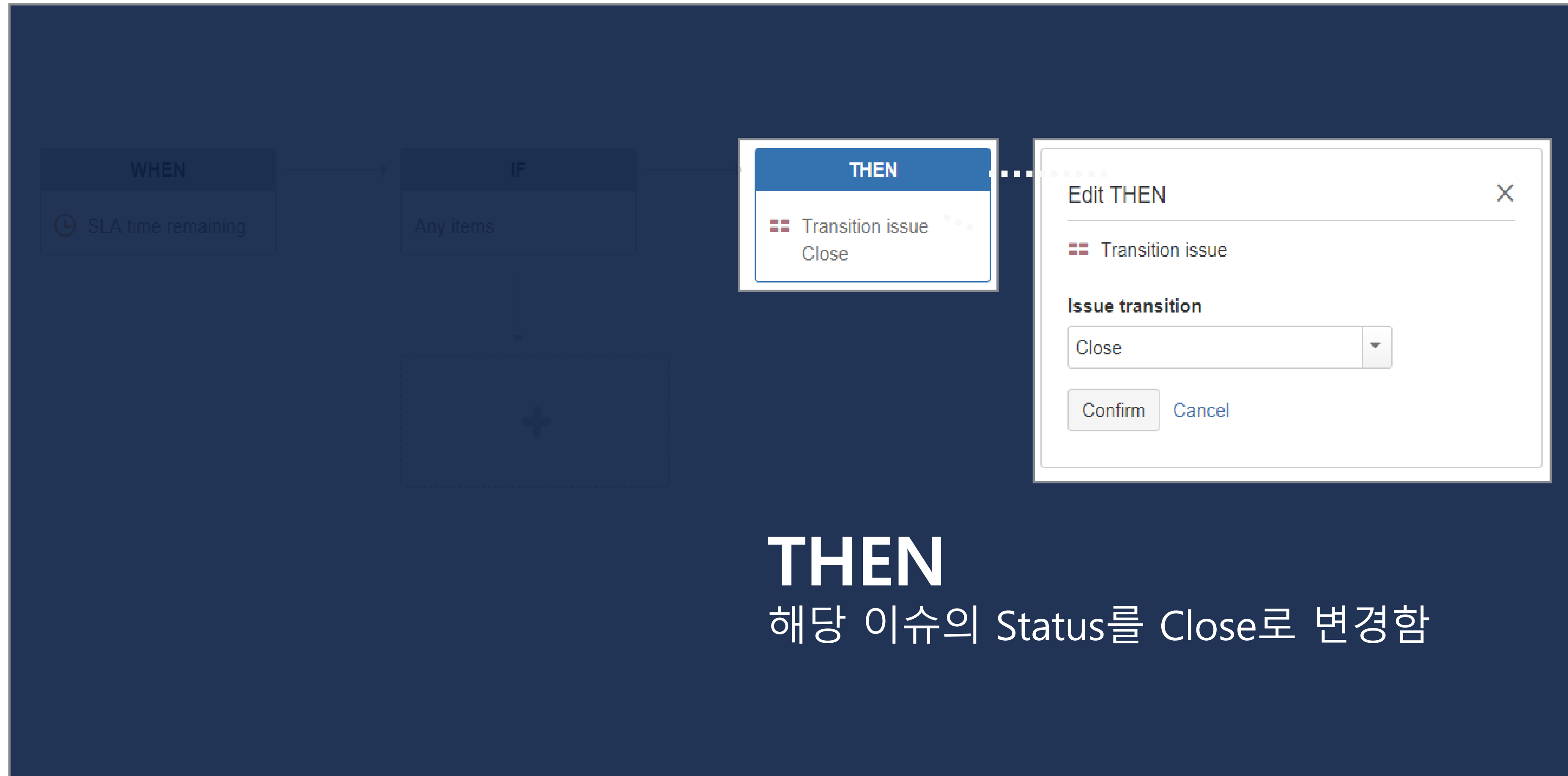
Automation

이슈 해결 후 자동으로 Close 처리

이슈 상태 변경: 'Close'

Example (1)

Example (2)



The image shows an automation rule configuration interface. It consists of a main rule flow diagram and a detailed configuration window for the 'THEN' step.

Rule Flow Diagram:

- WHEN:** SLA time remaining
- IF:** Any items
- THEN:** Transition issue: Close

Edit THEN Configuration Window:

- Header: Edit THEN
- Section: Transition issue
- Field: Issue transition (set to 'Close')
- Buttons: Confirm, Cancel

THEN
해당 이슈의 Status를 Close로 변경함

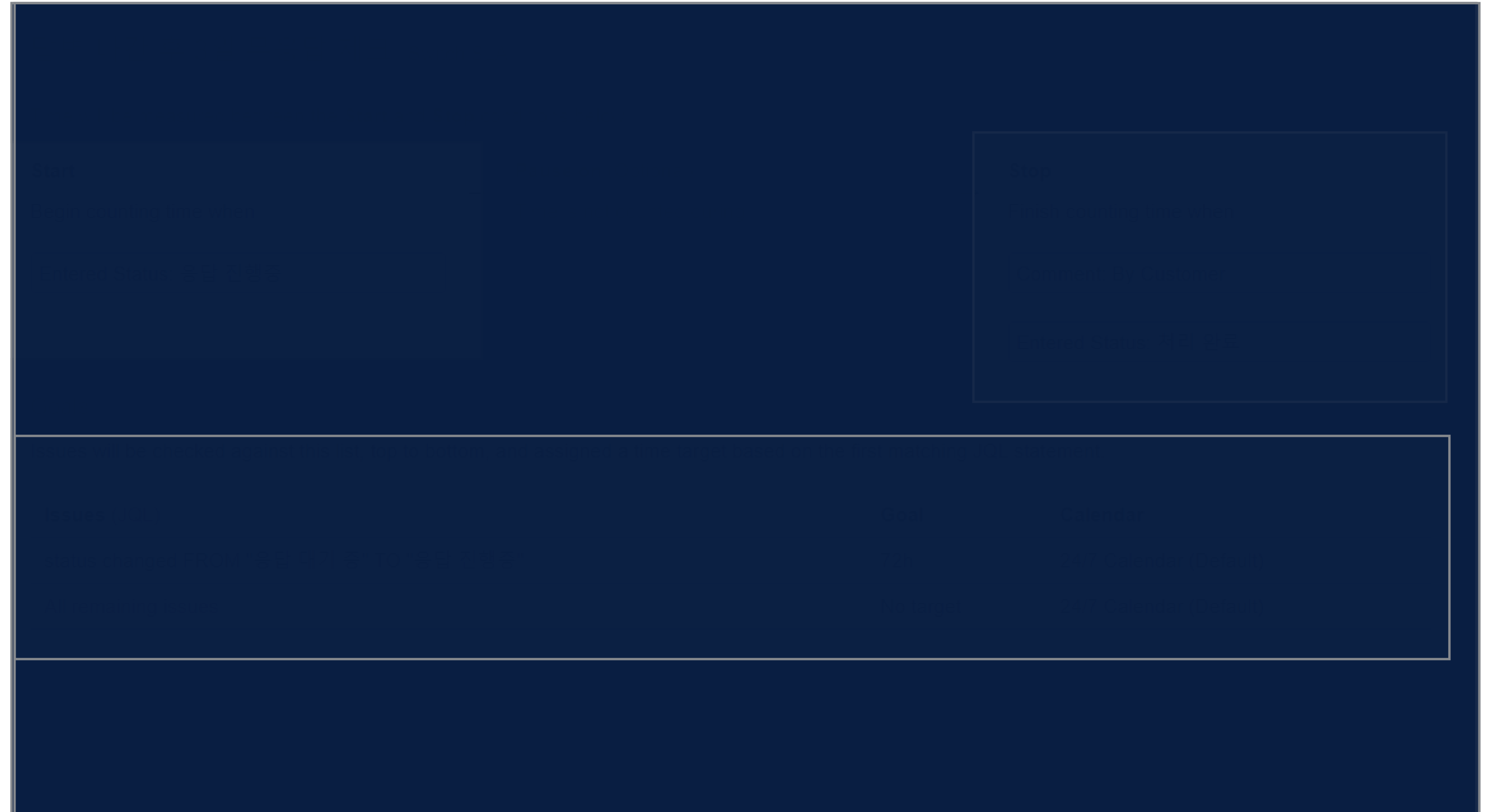
SLA + Automation

SLA 생성

자동화 설정

답변 후 자동으로 Resolve 처리

SLA 신규 생성 및 시작/완료 조건, 목표 설정



SLA + Automation

SLA 생성

자동화 설정

답변 후 자동으로 Resolve 처리

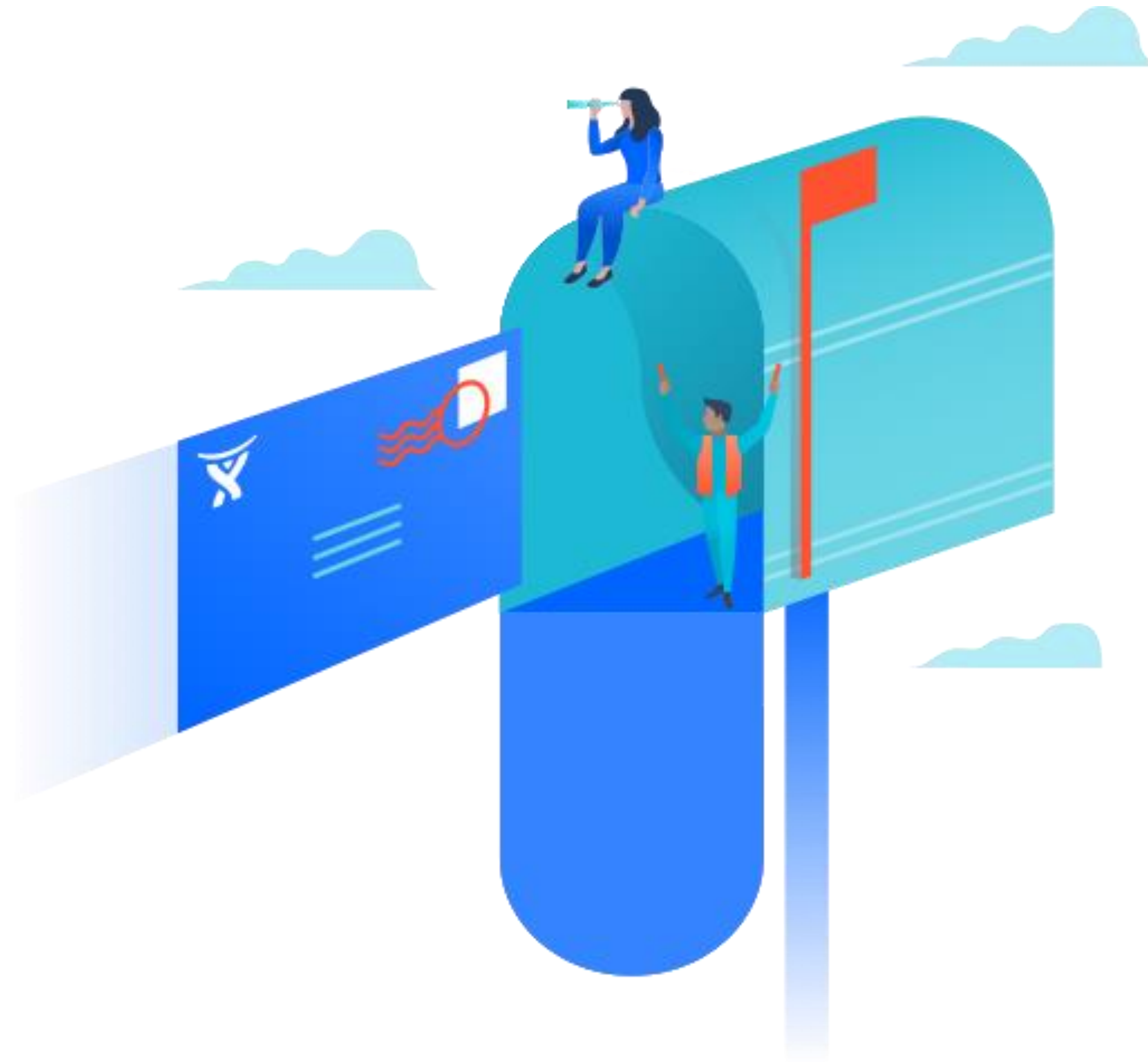
- Request types
- Customer permissions
- Portal settings
- Email requests
- Customer notifications
- Satisfaction settings
- Knowledge base
- SLAs
- Automation**
- Issue types
 - 기술지원
 - 문의
 - 요청
- Workflows
- Screens
- Fields
- Versions
- Components
- Users and roles
- Permissions
- Issue Security
- Notifications
- HipChat integration
- Project automation
- Development tools

🔗 Tips for customizing this rule



Enable rule **Save** Cancel

Notification



세부사항

프로젝트 재색인

프로젝트 삭제

요청 유형

고객 허가

포털 설정

이메일 요청

고객 알림

만족도 설정

지식 기반

서비스 수준 협약

자동화

이슈 유형

Change

Incident

Problem

Service Request

Service Request with A...

부작업

잔여

요청 생성됨

수신자

포함된 고객 x

조치를 취한 사람을 제외

내용

한국어 (대한민국) [기본값] ▾

변수 삽입 ▾

B

I

U



귀하의 요청을 받았다는 확인입니다. 저희가 처리를 맡습니다.

포맷 중 기본으로 돌아가기

미리보기

귀하의 요청을 받았다는 확인입니다. 저희가 처리를 맡습니다.

[요청 보기](#) · 해당 요청의 공지를 중단합니다.

와 공유됨 Alpha, Brett Kennedy, Rey Jakku 과 Finn 2187.

JIRA 서비스 데스크가 관리하는 InfrawareTech Service Desk 로부터 도착한 메시지입니다..



- 요약
- 세부사항
- 프로젝트 재색인
- 프로젝트 삭제
- 요청 유형
- 고객 허가
- 포털 설정
- 이메일 요청
- 고객 알림
- 만족도 설정
- 지식 기반
- 서비스 수준 협약
- 자동화
- 이슈 유형
- Change
- Incident
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- Service Request
- Service Request with A...
- 부작업
- 작업
- 업무흐름
- 화면
- 필드

고객 알림
요청 생성됨

수신자
포함된 고객

조치를 취한 사람을 제외

내용
한국어 (대한민국) [기본값]

변수 삽입 B I U

안녕하세요. \${recipient.name}님!
"\${issue.summary}" 요청은 잘 접수되었습니다. 빠른 시간 안에 연락드리겠습니다.
감사합니다.

포맷 중 기본으로 돌아가기

미리보기

안녕하세요. Poe Dameron님!
"모래에서 불충분한 견인력" 요청은 잘 접수되었습니다. 빠른 시간 안에 연락드리겠습니다.
감사합니다.

요청 보기 · 해당 요청의 공지를 중단합니다.
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JIRA 서비스 데스크가 관리하는 InfrawareTech Service Desk 로부터 도착한 메시지입니다..

Template



나한테 테스트 이메일 전송하기

- Summary
- Details
- Re-index project
- Delete project
- Request types
- Customer permissions
- Portal settings
- Email requests
- Customer notifications**
- Satisfaction settings
- Knowledge base
- SLAs
- Update
- Automation
- Issue types
 - Change
 - Incident
 - Problem
 - Service Request
 - Service Request with A...
 - Sub-task
 - Task
- Workflows
- Screens
- Fields
- Versions
- Components
- Users and roles
- Permissions
- Issue Security
- Notifications
- HipChat integration
- Project automation

Customer notifications

Templates

Customize the look and feel of your notifications. Edit HTML and CSS templates and change your notifications' default subject line.

[Edit templates](#)

Language support

Add a language to support translations for your project's notifications.

Manage languages

Rules

The following rules send email notifications to your customers. Edit a rule to change who receives the notification or customize its content.

Default rules

Name	Description	Action
Request created	When customers create requests in the portal or send an email to your email channel, your service desk sends a confirmation that their request was received.	Edit
Public comment added	When a comment that is visible to your customers is added to the request/issue, your service desk sends all the customers involved on the request a notification.	Edit
Public comment edited	When a comment that is visible to your customers is edited, your service desk sends all the people involved on the request a notification.	Edit
Request resolved	When a request resolution field is set, your service desk notifies the reporter and all customers involved. This notification is sent to the reporter even if they have turned off notifications for a request.	Edit
Request reopened	When a request's resolution field is cleared, your service desk notifies all people involved.	Edit
Participant added	When participants are added to a request, your service desk notifies the new participants.	Edit
Organization added	When a request is shared to an organization, your service desk notifies the organization's members so they can opt-in to further updates.	Edit
Approval required	When a request transitions to an approval stage of its workflow, your service desk notifies approvers that they must act on the request.	Edit
Customer-visible status changed	When a request transitions to a status that is visible to the customer, your service desk notifies the customers involved.	Edit

템플릿

사용자 지정으로 번역을 설정하시려면 드롭다운 메뉴에서 언어를 선택하세요.

한국어 (대한민국) [기본값] ▾

주제와 스타일을 기본 설정으로 변환합니다.

제목

변수 삽입 ▾

`${issue.key} ${issue.summary}`

스타일

서비스 데스크 프로젝트에서 전송한 전체 공지에 아래의 HTML과 CSS가 적용됩니다. HTML 형태의 이메일을 수신할 수 없는 경우 일반 문서로 전송됩니다.

HTML CSS 일반 문서 변수 삽입 ▾

```
<div class="jsd-message-content">
  ${message.content}
</div>

<p>
  <a class="jsd-issue-link" href="${request.uri}">요청 보기</a>
  <span class="jsd-link-separator">&middot;</span>
  <a class="jsd-unsubscribe-link" href="${request.disable.notifications.uri}">해당 요청의 공지를 중단합니다.</a>
</p>

<p class="jsd-request-sharedwith">
  ${request.sharedwith}와 공유됨.
</p>

<p class="led-help-center-footer">
```

미리보기 (HTML & CSS)

나한테 테스트 이메일 전송하기



이슈 유형

- Change
- Incident
- Problem
- Service Request
- Service Request with A...
- 부작업
- 작업

업무흐름

- 화면
- 필드
- 버전
- 구성 요소

사용자와 역할

- 사용 권한
- 이슈 보안
- 알림

HipChat 통합

Project automation

개발 도구

```

<a class="jsd-unsubscribe-link" href="{request.disable.notifications.url}">더 이상 알림을 받지 않습니다.</a>
</p>
<p class="jsd-request-sharedwith">
  ${request.sharedwith}와 공유됨.
</p>
<p class="jsd-help-center-footer">
  <a class="jsd-servicedesk-link" href="{atlassian.url}">${helpcenter.name}
</p>
<p>
  
</p>

```

미리보기 (HTML & CSS)

나한테 테스트 이메일 전송하기

[귀하의 공지 내용을 이곳에서 확인할 수 있습니다.]

BB-8 · 더 이상 알림을 받지 않습니다.

Alpha, Brett Kennedy, Rey Jakku 과 Finn 2187와 공유됨.

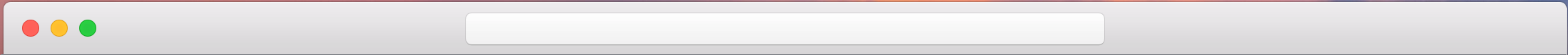
InfracoreTech Service Desk



Solution Partner

저장

취소



- 프로젝트 재색인
- 프로젝트 삭제

- 요청 유형
- 고객 허가
- 포털 설정
- 이메일 요청
- 고객 알림
- 만족도 설정
- 지식 기반
- 서비스 수준 협약
- 자동화

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 - 작업

- 업무흐름
- 화면

수신자

포함된 고객 ✕

조치를 취한 사람을 제외

내용

한국어 (대한민국) [기본값] ▾

변수 삽입 ▾ **B** *I* U

안녕하세요, \${recipient.name}님!
 "\${issue.summary}" 요청은 잘 접수되었습니다. 빠른 시간 안에 연락드리겠습니다.
 감사합니다.

포맷 중 [기본으로 돌아가기](#)

미리보기

안녕하세요, Poe Dameron님!
 "모래에서 불충분한 견인력" 요청은 잘 접수되었습니다. 빠른 시간 안에 연락드리겠습니다.
 감사합니다.

[요청 보기](#) · 해당 요청의 공지를 중단합니다.

와 공유됨 Alpha, Brett Kennedy, Rey Jakku 과 Finn 2187.

[나한테 테스트 이메일 전송하기](#)

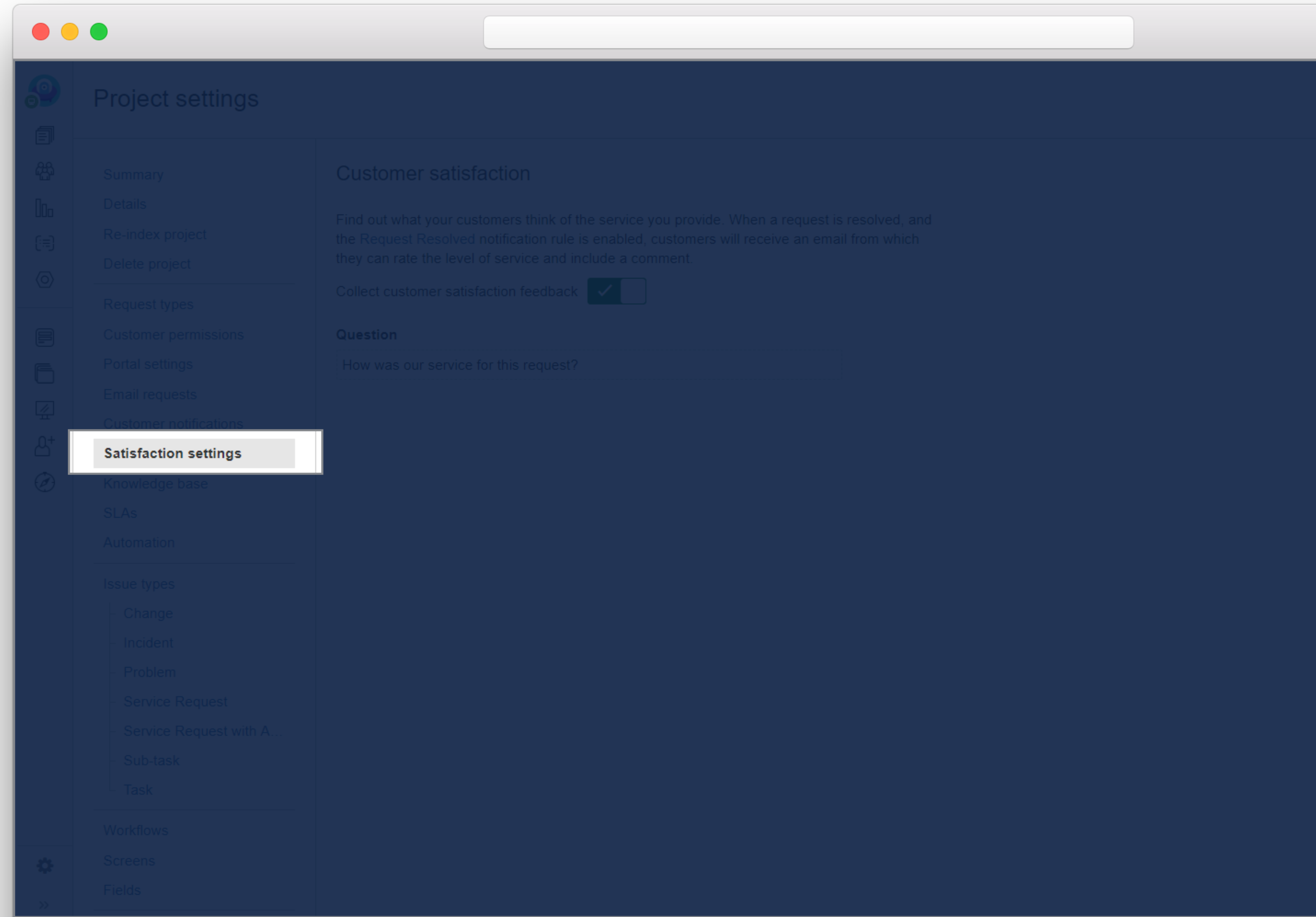
유효화 [저장](#) [취소](#)



SATISFACTION SETTINGS

고객 만족도 세팅

설정에서 세팅을 "on"하기만
하면 완료



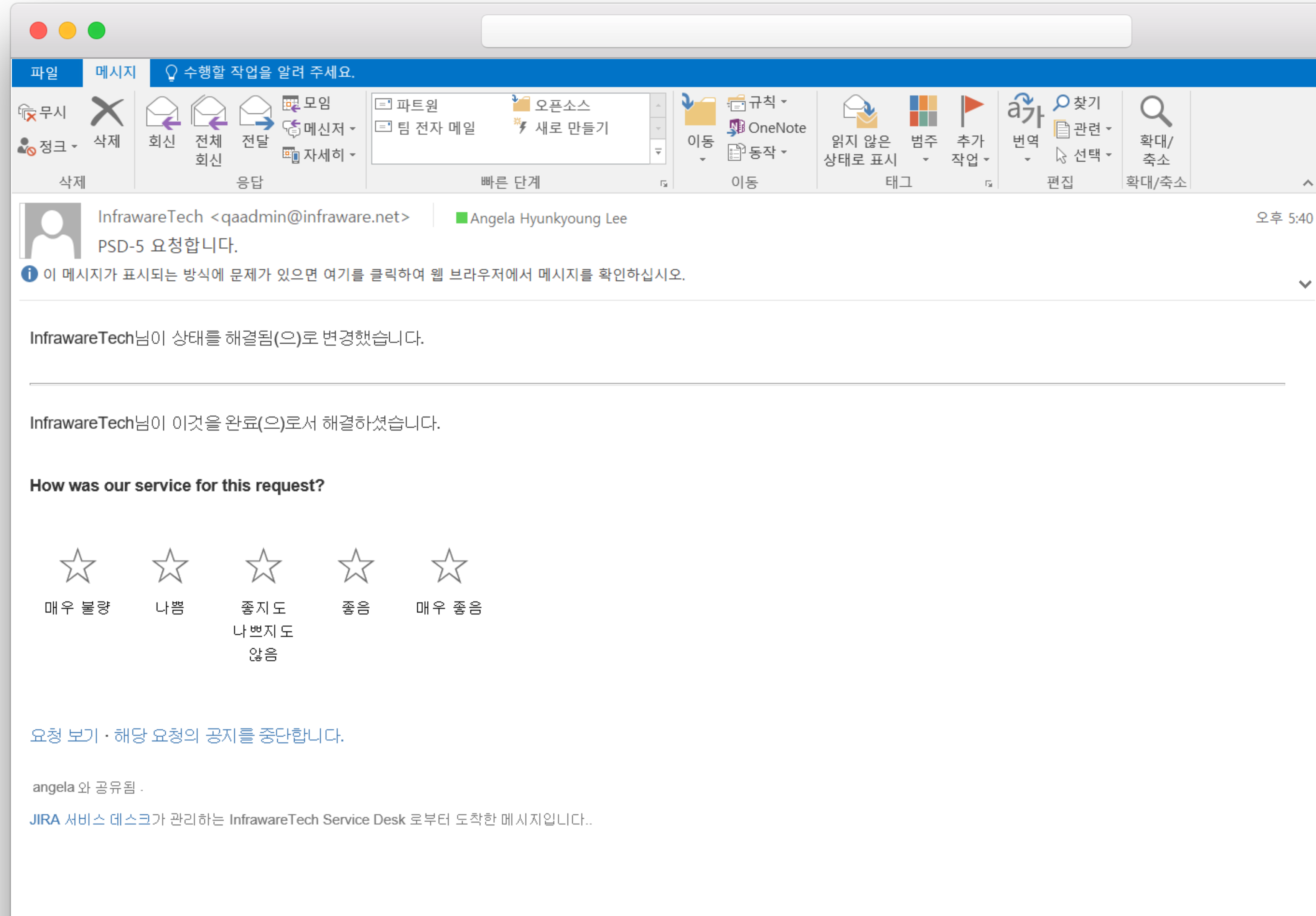
SATISFACTION SETTINGS

고객 만족도 세팅

설정에서 세팅을 "on"하기만 하면 완료

Email 발송

이슈가 해결되면 자동으로 고객에게 메일 발송



SATISFACTION SETTINGS

고객 만족도 세팅

설정에서 세팅을 "on"하기만 하면 완료

Email 발송

이슈가 해결되면 자동으로 고객에게 메일 발송

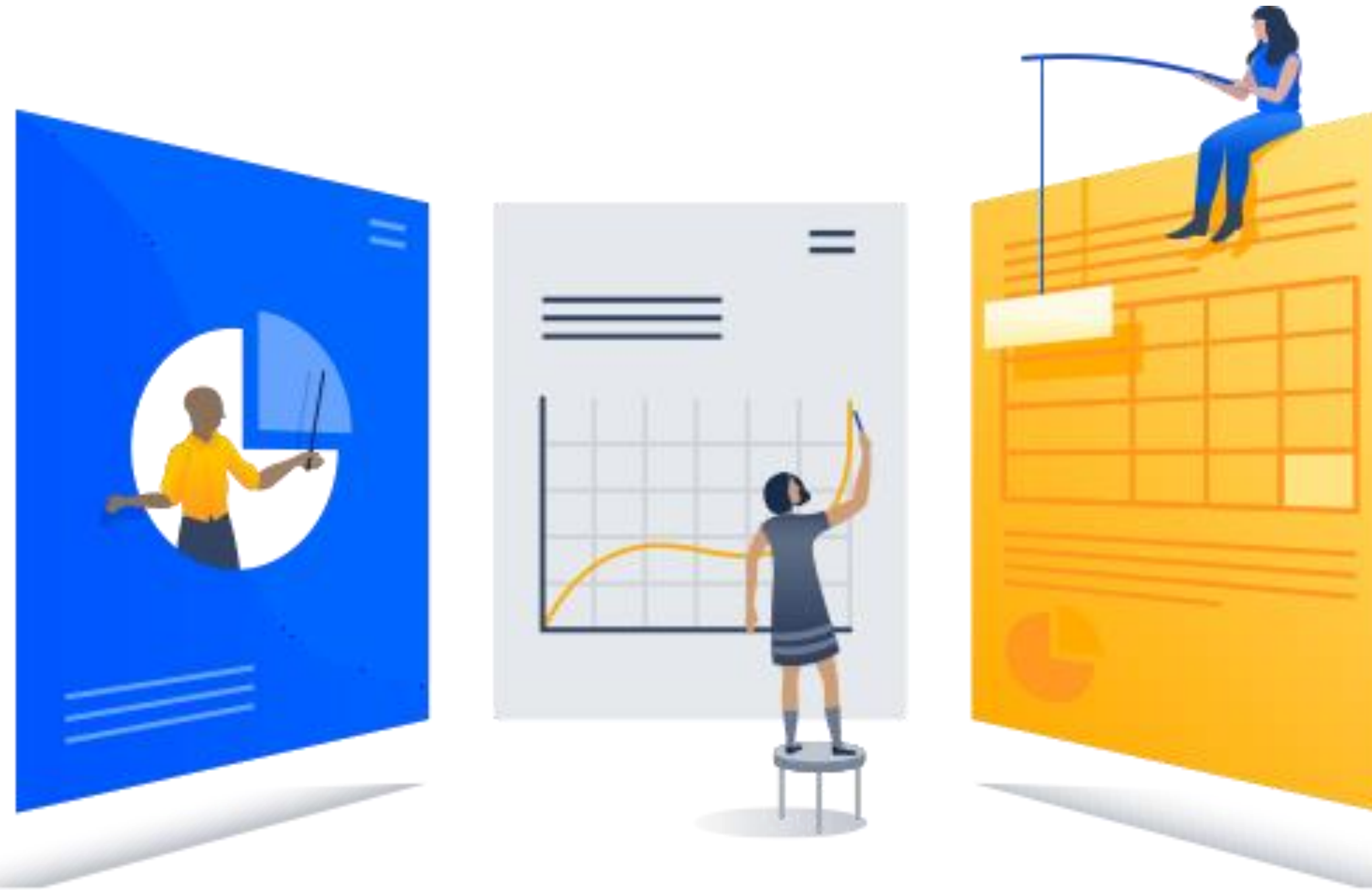
고객 만족도 수집

이슈 별 별점 및 코멘트 누적

The screenshot displays a web interface for customer satisfaction. On the left is a navigation sidebar with categories: TEAM (Workload, SLA goals, Satisfaction), KNOWLEDGE BASE (Article usage, Article effectiveness), and CUSTOM (Created vs Resolved, Time to resolution, SLA met vs breached, Incidents by priority, SLA success rate, Service requests, Problems by priority, Change by type, Time to approve norma..., and a New report button). The main content area is titled 'Customer satisfaction' and shows an average rating of 4.3. Below this is a table with columns for Comment, Rating, Key, Agent, and Received. The table contains three entries: a 4-star rating for a comment about printing, a 5-star rating for a comment about a new computer, and a 5-star rating for a comment about a speedy turnaround. A filter dropdown is set to 'Past 7 days'.

Comment	Rating	Key	Agent	Received
Thanks for putting the fire out. It's much easier to print without the flames.	★★★★☆	CSAT-138	Will Turner	Yesterday
I am all set up with my new computer.	★★★★★	CSAT-99	José Vela	2 days ago
Thanks for the speedy turnaround.	★★★★★	CSAT-126	Mia Kennedy	3 days ago

Reporting



REPORTS

Team

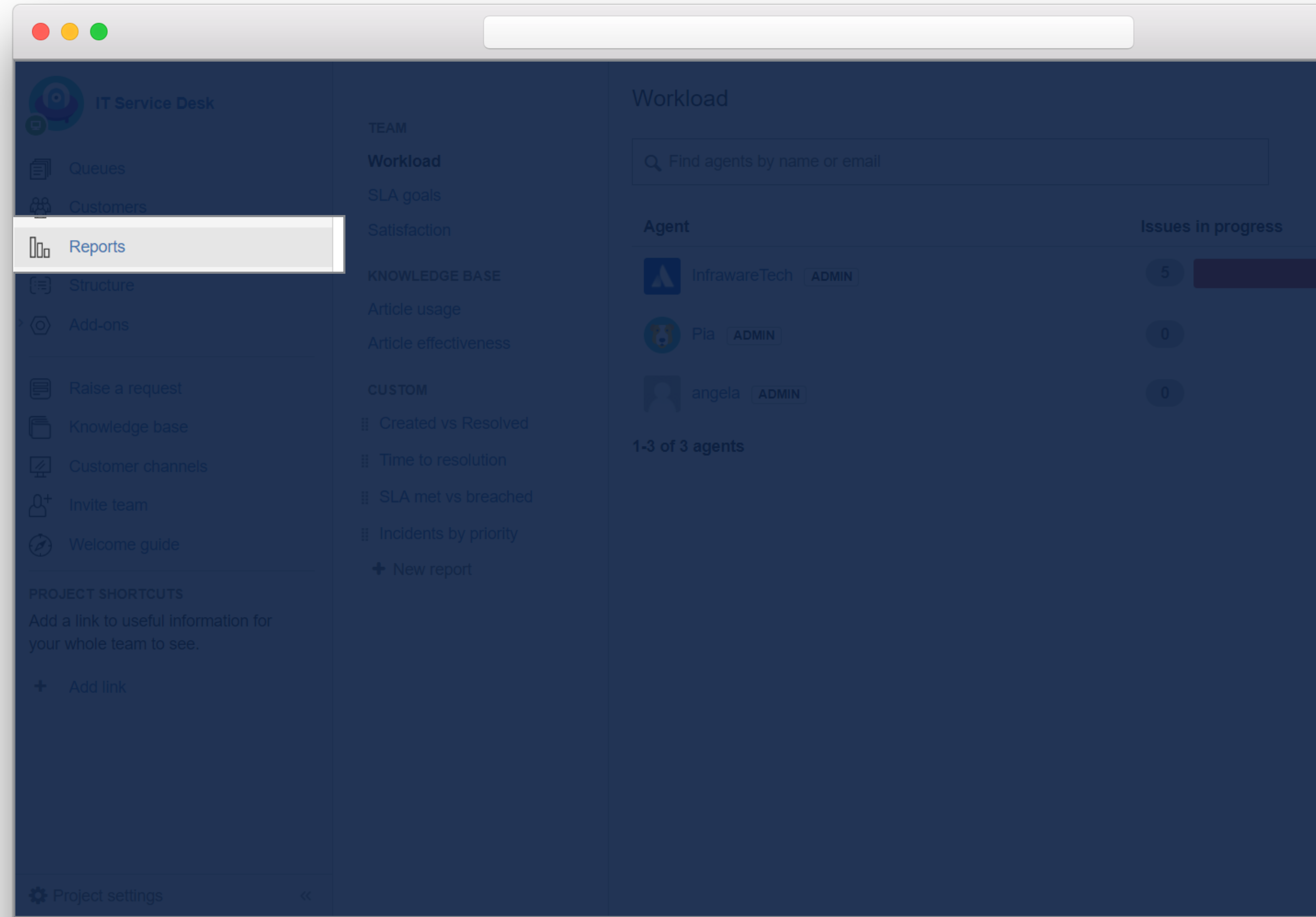
Request를 할당 받고 해결하는 담당자들의 업무 처리현황 리포트

Knowledge base

게시글이 선택되는 현황 및 실제 셀프 서비스 기여하는 빈도 리포트

Custom

기본 제공되는 다양한 리포트 리포트 화면 편집 및 데이터 수치 내보내기 기능



REPORTS

Team

Request를 할당 받고 해결하는 담당자들의 업무 처리현황 리포트






The screenshot displays the IT Service Desk interface. On the left, a sidebar menu includes 'Queues', 'Customers', 'Reports', 'Structure', 'Add-ons', 'Raise a request', 'Knowledge base', 'Customer channels', 'Invite team', and 'Welcome guide'. A 'PROJECT SHORTCUTS' section is also visible. The main content area shows a 'TEAM' dropdown menu with options for 'Workload', 'SLA goals', and 'Satisfaction'. Below this, there are sections for 'KNOWLEDGE BASE' (Article usage, Article effectiveness) and 'CUSTOM' (Created vs Resolved, Time to resolution, SLA met vs breached, Incidents by priority, and a 'New report' button). On the right, the 'Workload' section features a search bar for agents and a table with columns for 'Agent' and 'Issues in progress'. The table lists three agents: 'InfrawareTech' (ADMIN) with 5 issues, 'Pla' (ADMIN) with 0 issues, and 'angela' (ADMIN) with 0 issues. A '1-3 of 3 agents' indicator is shown below the table. At the bottom left, there is a 'Project settings' button.



Navigation sidebar with icons and menu items:

- TEAM
 - Workload
 - SLA goals
 - Satisfaction**
- KNOWLEDGE BASE
 - Article usage
 - Article effectiveness
- CUSTOM
 - Created vs Resolved
 - Time to resolution
 - SLA met vs breached
 - Incidents by priority
 - + New report

Workload

Agent	Issues in progress
 angela ADMIN	6 
 InfrawareTech ADMIN	5 
 Pia ADMIN	0

1-3 of 3 agents



TEAM

Queues
Workload



SLA goals



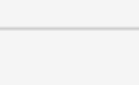
Satisfaction



KNOWLEDGE BASE



Article usage



Article effectiveness



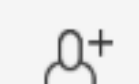
CUSTOM



Created vs Resolved



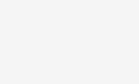
Time to resolution



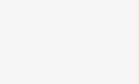
SLA met vs breached



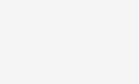
Incidents by priority



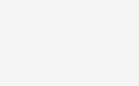
SLA success rate



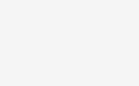
Service requests



Problems by priority



Change by type



Time to approve normal

+ New report



SLA goals

98% Time to first response

Issues	Goal	Calendar	Success of all ongoing days
issuetype = Incident	2h	Sample 9-5 Calendar	No issues
issuetype in ("Service Request", "Service Request with Approvals")	4h	Sample 9-5 Calendar	98%

93% Time to resolution

Issues	Goal	Calendar	Success of all ongoing days
issuetype = Incident	4h	Sample 9-5 Calendar	No issues
issuetype in ("Service Request", "Service Request with Approvals")	8h	Sample 9-5 Calendar	93%

Showing all ongoing SLAs and last 7 days ⓘ

REPORTS

Team

Request를 할당 받고 해결하는 담당자들의 업무 처리현황 리포트

Knowledge base

게시글이 선택되는 현황 및 실제 셀프-서비스에 기여하는 빈도 리포트

The screenshot displays the 'IT Service Desk' interface with a sidebar on the left containing navigation options: Queues, Customers, Reports, Structure, Add-ons, Raise a request, Knowledge base, Customer channels, Invite team, and Welcome guide. The main content area is divided into three columns: 'TEAM' (Workload, SLA goals, Satisfaction), 'CUSTOM' (Created vs Resolved, Time to resolution, SLA met vs breached, Incidents by priority, New report), and 'Workload' (Agent search, Agent list with 'Issues in progress' counts). A dropdown menu is open over the 'KNOWLEDGE BASE' section, listing 'Article usage' and 'Article effectiveness'. The bottom of the interface includes 'PROJECT SHORTCUTS' and 'Project settings'.



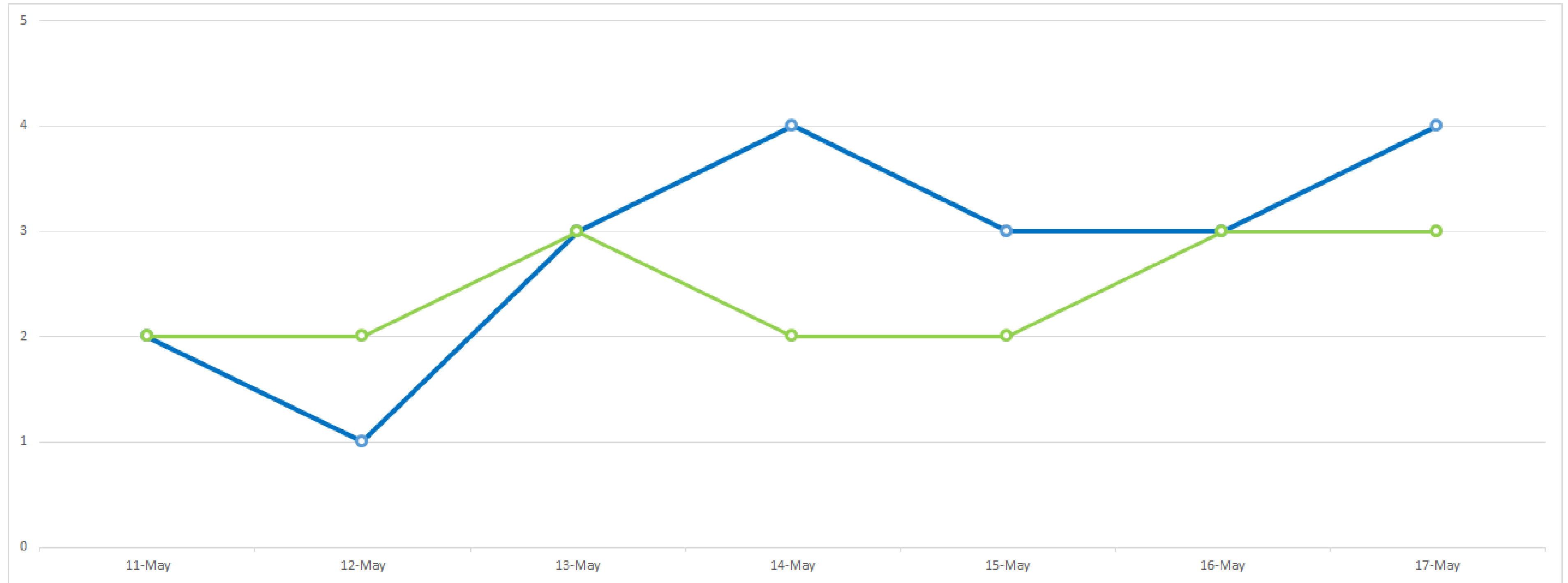
Article usage

20

Article views

17

Problems solved
by articles



TEAM

Workload

SLA goals

Satisfaction

KNOWLEDGE BASE

Article usage

Article effectiveness

CUSTOM

Created vs Resolved

Time to resolution

SLA met vs breached

Incidents by priority

SLA success rate

Service requests

Problems by priority

Change by type

Time to approve norma...

+ New report



TEAM

Workload

SLA goals

Satisfaction

KNOWLEDGE BASE

Article usage

Article effectiveness

CUSTOM

Created vs Resolved

Time to resolution

SLA met vs breached

Incidents by priority

SLA success rate

Service requests

Problems by priority

Change by type

Time to approve norma...

+ New report

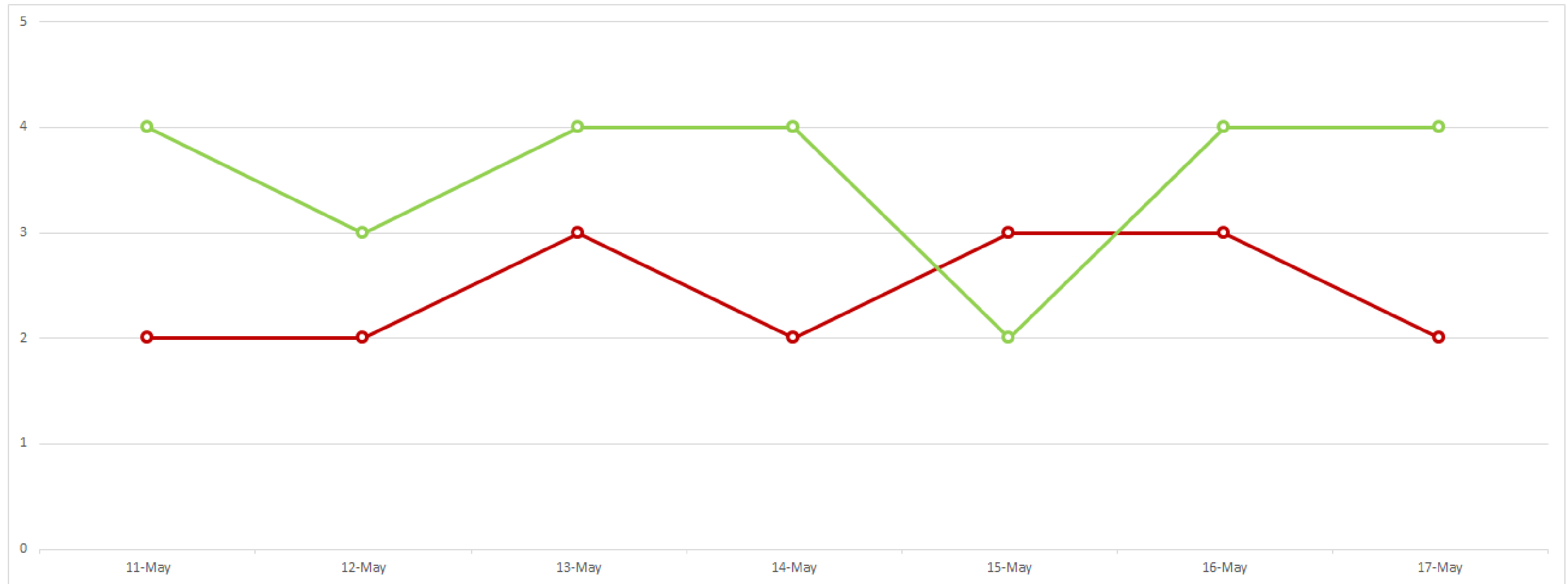
Article effectiveness

19

Problems solved
by articles

15

Requests created



REPORTS

Team

Request를 할당 받고 해결하는 담당자들의 업무 처리현황 리포트

Knowledge base

게시글이 선택되는 현황 및 실제 셀프 서비스 기여하는 빈도 리포트

Custom

기본 제공되는 다양한 리포트 리포트 화면 편집 및 데이터 수치 내보내기 기능

The screenshot displays the 'IT Service Desk' interface. The left sidebar contains a navigation menu with items: Queues, Customers, Reports, Structure, Add-ons, Raise a request, Knowledge base, Customer channels, Invite team, and Welcome guide. The main content area is divided into three sections: 'TEAM' (Workload, SLA goals, Satisfaction), 'KNOWLEDGE BASE' (Article usage, Article effectiveness), and 'PROJECT SHORTCUTS' (Add link). A 'CUSTOM' report dropdown menu is open, listing: Created vs Resolved, Time to resolution, SLA met vs breached, Incidents by priority, and a '+ New report' option. The right section, titled 'Workload', features a search bar 'Find agents by name or email' and a table of agents with their 'Issues in progress' counts.

Agent	Issues in progress
InfrawareTech ADMIN	5
Pla ADMIN	0
angela ADMIN	0

1-3 of 3 agents



×

Created vs Resolved



Edit

Export CSV

TEAM

Workload

SLA goals

Satisfaction

KNOWLEDGE BASE

Article usage

Article effectiveness

CUSTOM

Created vs Resolved

Time to resolution

SLA met vs breached

Incidents by priority

SLA success rate

Service requests

Problems by priority

Change by type

Time to approve norma...

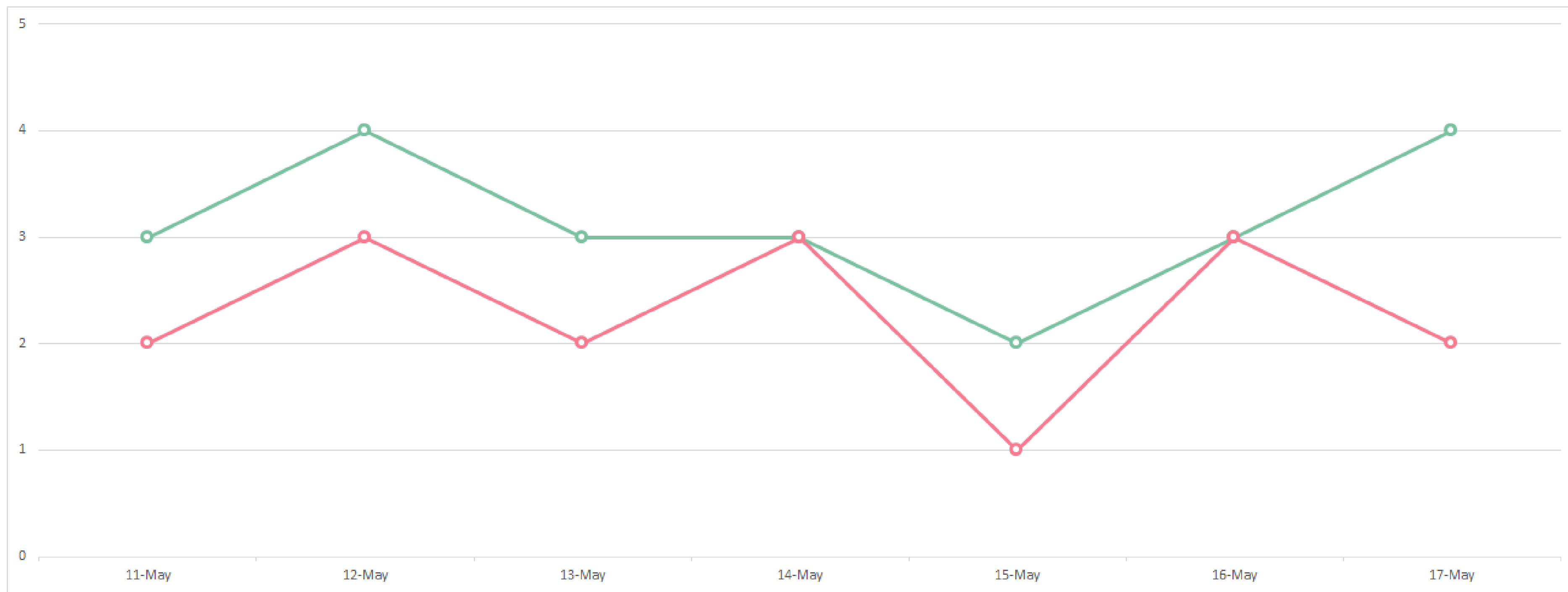
+ New report

15

Created

22

Resolved





SLA met vs breached

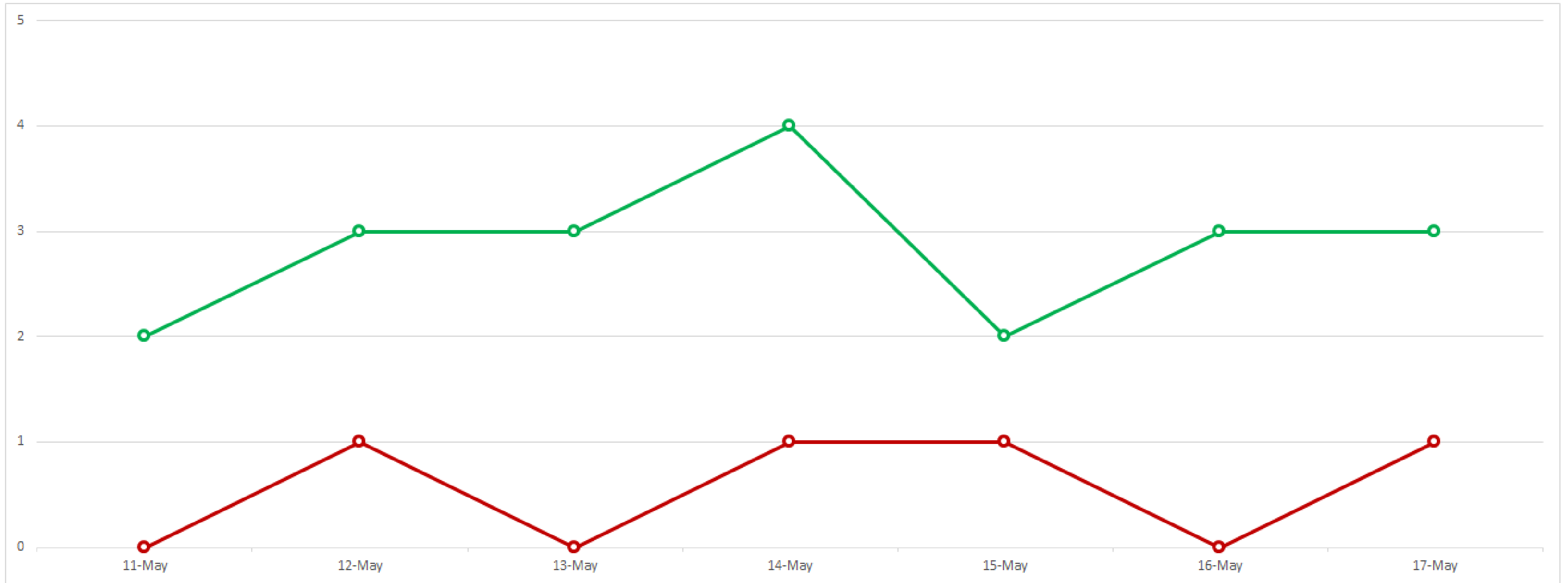
[Edit](#)[Export CSV](#)

20

4

Met

Breached



TEAM

Workload

SLA goals

Satisfaction

KNOWLEDGE BASE

Article usage

Article effectiveness

CUSTOM

Created vs Resolved

Time to resolution

SLA met vs breached

Incidents by priority

SLA success rate

Service requests

Problems by priority

Change by type

Time to approve norma...

+ New report

Time to first response - SLA summary

All Projects All Issue Types All Priorities All Customer Request Types All Times

Time to first response - Met %

90.91%

Time to first response Issues

22

Time to resolution - SLA summary

All Projects All Issue Types All Priorities All Customer Request Types All Times

Time to resolution - Met %

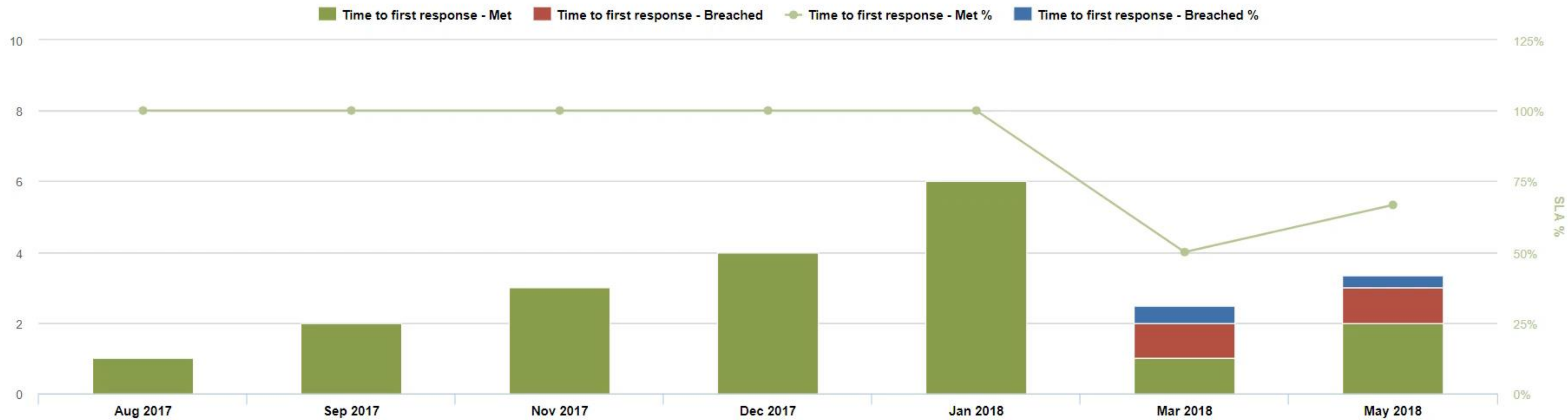
22.73%

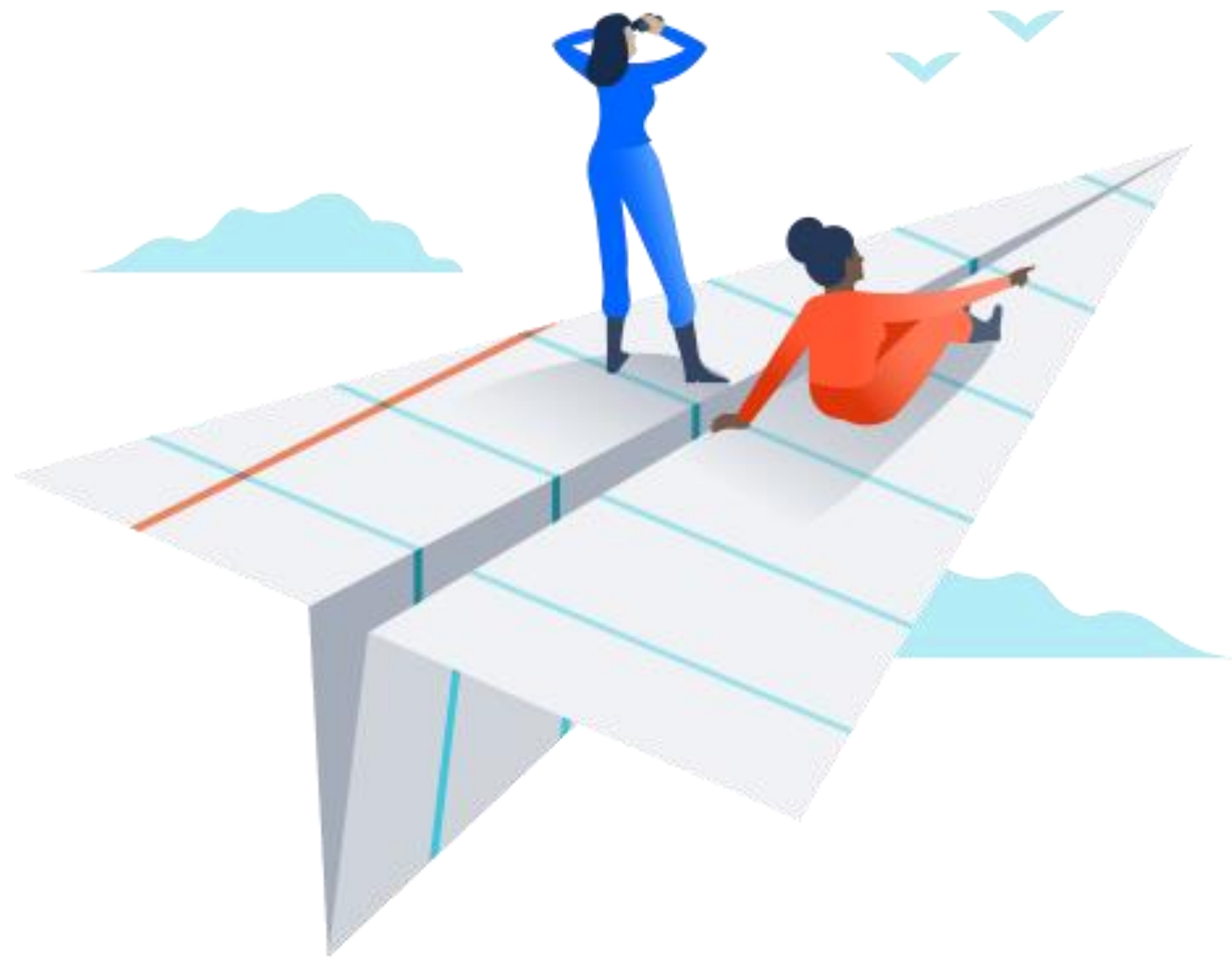
Time to resolution Issues

22

Time to first response - Met vs Breached

All Projects All Issue Types All Priorities All Customer Request Types





Looking for..

이미 가지고 있고 앞으로 더 쌓여갈
'고객 정보'를 효과적으로 관리하고,
다양한 정보를 가시적으로 노출할 수
있어야 한다.



Customer

Contract



CRM (CUSTOMER RELATIONSHIP MANAGEMENT)

CRM for Jira Cloud

@Marketplace
By Atlassian

The screenshot displays the Jira Cloud CRM interface. On the left is a navigation sidebar with options like 'Getting started', 'Queues', 'Customers', 'Reports', 'Raise a request', 'Knowledge base', 'Customer chan...', 'Invite team', 'Add item', and 'Settings'. The main area shows a service desk request with a description: 'I encountered an error when I went to use the shopping cart / checkout option. An error message presented itself, and I couldn't progress further.' Below this is an 'Attachments' section and 'Related knowledge base articles' such as 'How to work around the shopping cart bug'. The 'Activity' section shows a comment from Caroline Bartle: 'Hi Sophia, We've received your request. We're looking into it. It now. Is it possible for you to provide more detail on the error message appearing? Regards, Caroline'. Another comment from Sophia Campbell follows: 'Thanks for your reply. The error message read "Session expired. Please reload modules." Does that help?'. A third comment from Sophia Campbell says: 'Also, to add to my last message - the message appears every time that I click on the shopping cart icon.' On the right, a 'Service Desk request' summary shows it was created on 05/Feb/18 at 2:39 PM and updated 1 minute ago. A 'CRM' panel is open, showing details for 'Oceanic Airlines' (Account Type: Customer, Industry: Transportation, Website: www.oceanicair.com) and 'Sophia Campbell' (Business Phone: 98741883, Email: sophiateamsinspace@gmail.com, Full Name: Sophia Campbell, Title: Head of Technology). At the bottom right, there are buttons for '+ Link customer' and 'Give feedback'.

Company

Customer

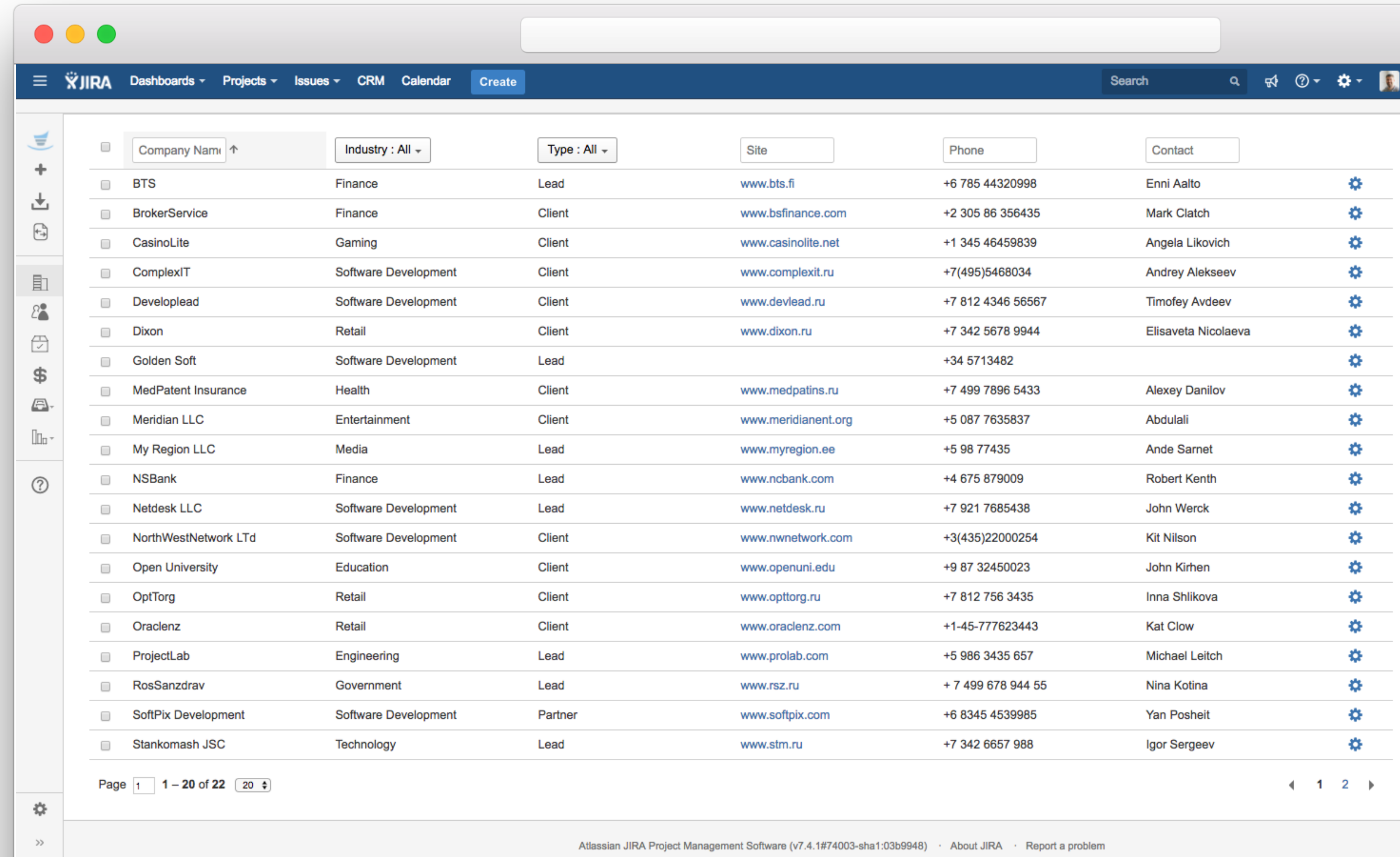
CRM (CUSTOMER RELATIONSHIP MANAGEMENT)

CRM for Jira

@Marketplace

CRM Records

고객 정보 레코드를 Jira에 보관하고, 특정 이슈를 회사 및 연락처 정보와 함께 확인



The screenshot displays the Jira CRM interface. The top navigation bar includes 'JIRA', 'Dashboards', 'Projects', 'Issues', 'CRM', 'Calendar', and 'Create'. A search bar is located on the right. The main content area shows a table of CRM records with columns for Company Name, Industry, Type, Site, Phone, and Contact. The table lists 22 records, each with a checkbox, a gear icon, and a plus icon. The footer of the interface shows 'Atlassian JIRA Project Management Software (v7.4.1#74003-sha1:03b9948) · About JIRA · Report a problem'.

Company Name	Industry	Type	Site	Phone	Contact
BTS	Finance	Lead	www.bts.fi	+6 785 44320998	Enni Aalto
BrokerService	Finance	Client	www.bsfinance.com	+2 305 86 356435	Mark Clatch
CasinoLite	Gaming	Client	www.casinolite.net	+1 345 46459839	Angela Likovich
ComplexIT	Software Development	Client	www.complexit.ru	+7(495)5468034	Andrey Alekseev
Developlead	Software Development	Client	www.devlead.ru	+7 812 4346 56567	Timofey Avdeev
Dixon	Retail	Client	www.dixon.ru	+7 342 5678 9944	Elisaveta Nicolaeva
Golden Soft	Software Development	Lead		+34 5713482	
MedPatent Insurance	Health	Client	www.medpatins.ru	+7 499 7896 5433	Alexey Danilov
Meridian LLC	Entertainment	Client	www.meridianent.org	+5 087 7635837	Abdulali
My Region LLC	Media	Lead	www.myregion.ee	+5 98 77435	Ande Sarnet
NSBank	Finance	Lead	www.ncbank.com	+4 675 879009	Robert Kenth
Netdesk LLC	Software Development	Lead	www.netdesk.ru	+7 921 7685438	John Werck
NorthWestNetwork LTd	Software Development	Client	www.nwnetwork.com	+3(435)22000254	Kit Nilson
Open University	Education	Client	www.openuni.edu	+9 87 32450023	John Kirhen
OptTorg	Retail	Client	www.opttorg.ru	+7 812 756 3435	Inna Shlikova
Oraclenz	Retail	Client	www.oraclenz.com	+1-45-777623443	Kat Clow
ProjectLab	Engineering	Lead	www.prolab.com	+5 986 3435 657	Michael Leitch
RosSanzdrav	Government	Lead	www.rsz.ru	+ 7 499 678 944 55	Nina Kotina
SoftPix Development	Software Development	Partner	www.softpix.com	+6 8345 4539985	Yan Posheit
Stankomash JSC	Technology	Lead	www.stm.ru	+7 342 6657 988	Igor Sergeev

CRM (CUSTOMER RELATIONSHIP MANAGEMENT)

고객 프로젝트

고객의 회사 정보, 연락처 정보 뿐 아니라 관련 첨부 파일, 고객 대응 문서(Confluence)등 관리

계약 프로젝트

계약 진행 상태, 계약 제품 리스트, 금액 관리 및 계약서, 발주서 등의 문서 관리

JSD 프로젝트

Service Desk를 통해 고객에게서 접수되는 이슈 관리

The screenshot displays a Jira project page for 'CRM-24'. The interface includes a top navigation bar with 'Edit', 'Comment', 'Assign', 'More', '계약종료', and 'Admin' buttons. The main content area is divided into several sections:

- Details:** Shows 'Type' as '고객사', 'Status' as '계약 (View Workflow)', and fields for '회사정보' and '고객정보'.
- Description:** A placeholder text 'Click to add description'.
- Attachments:** A list of files including '사업자등록증(국문)_주_본_20170720.pdf' (811 kB, 22/Aug/17 9:50 AM) and '허용_라이선스리스트.png' (642 kB, 01/Aug/17 4:31 PM).
- Issue Links:** A table listing related issues with their status and resolution options.

Issue Link	Status	Action
계약	QCM-23 [비밀번호] JIRA 및 유지보수 계약	계약
문의	HSD-79 JIRA와 WIKI 연동 문제의 건	↑ 처리 완료
	HSD-80 jira 이슈 등록 시 자동 댓글 작성 기능	↑ 처리 완료
	HSD-82 jira end date 변경의 건	↑ 처리 완료
	HSD-83 처리상태 미해결의 건	↑ 처리 완료
	HSD-84 제목 변경의 건	↑ 처리 완료
	HSD-85 jira 중 복사와 remote copy의 차이점	↑ 처리 완료

links to JIRA 업그레이드



**You can do
it!**



Thank you



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