

Linktech x Atlassian 2024

Atlassian AI 最強虛擬助理，提升工作效率 的利器

Vergil - Linktech Inc.



Platinum
Solution Partner



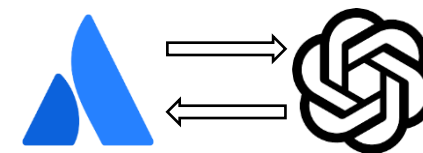
目錄概要

OUTLINE

- What is Atlassian Intelligence?
- Confluence
- Jira
- Jira Service Management
- Rovo
- Reference

What is Atlassian Intelligence?

What is Atlassian Intelligence?



Atlassian Intelligence 是 Atlassian 與 OpenAI 合作研發出的人工智慧，為 Cloud 產品系列提供了一個新的虛擬隊友。

憑藉超過 20 年的數據，反映了數百萬軟體、IT 和商業團隊如何計劃、追蹤和完成工作，因此 **Atlassian Intelligence** 對團隊合作有著獨特的理解。

What is Atlassian Intelligence?



加速您的所有工作



即時學習



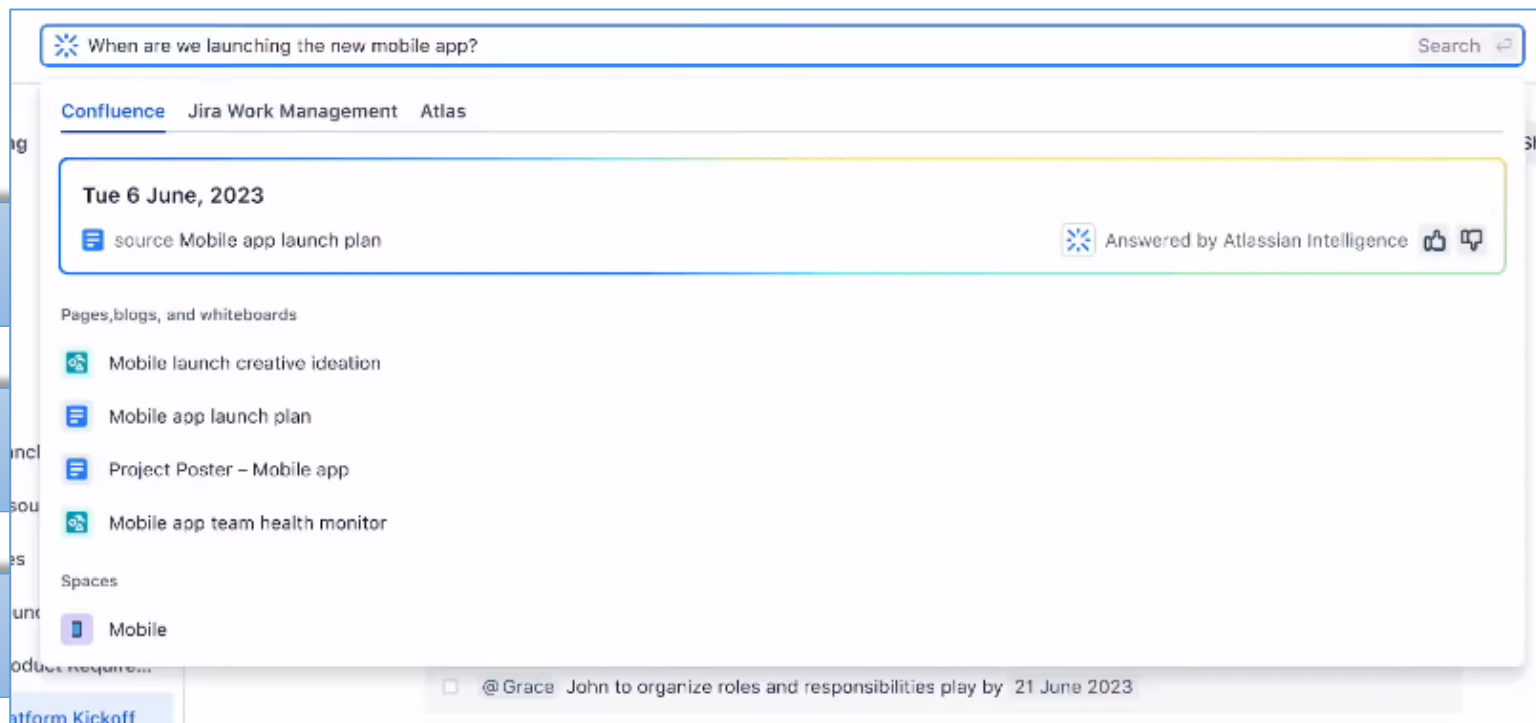
問 AI 任何事情



像人類一樣查詢



獲得即時說明



Issues

Which mobile app features blocking next week's launch are unassigned or missing Figma designs?

```
project = "Mobile App" AND status NOT IN (Closed, Done) AND issuetype = "Feature" AND (assignee IS EMPTY OR "Figma Designs" IS EMPTY) AND priority = "blocker" AND dueDate >= startOfWeek("+1w") AND dueDate <= endOfWeek("+1w")
```

Generated by Atlassian Intelligence

Was this helpful?



Done

Basic

JQL

Permissions

Atlassian Intelligence honors any permissions set up in your products. This means that users will not be able to create or generate content based on resources they do not have access to. Read more on access and permissions in Jira, and Confluence.



Confluence



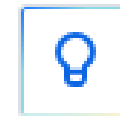
Confluence content generation

經常在製作 **Confluence Page** 或是留下 **Comment**、撰寫 **Description** 時，可能會遇到缺乏靈感或需要創意的情況。

這就是 **AI** 發揮作用的地方，讓大家更輕鬆、更有效率地完成文字工作。

文字生成

- ◆ Brainstrom - 根據使用者輸入提示或主題列出建議和見解
- ◆ Summarize - 分析Page並提取關鍵內容產生簡潔有力的總結
- ◆ Suggest a title - 由 AI 創造有吸引力的標題



Brainstorm

Brainstorms a list of ideas for a topic



Summarize

Summarizes the content and finds the key points



Suggest a title

Suggests a title for content you provide

Q&A Search

The screenshot displays the Confluence Q&A Search interface. The search bar at the top contains the query "What is project Sunrise?". The search results are displayed in a card format. The first result is titled "Project Sunrise" and provides a brief overview of the initiative. Below the overview, there are three sources listed: "Sunrise Project Mobile Onboarding: Streamlining...", "Sunrise Roadmap", and "Sunrise Roadmap Dependencies". Each source is accompanied by a timestamp and the team responsible for the update. The search results are also displayed in a table format, showing the driver, approver, contributors, informed parties, key outcomes, due date, and status of the project.

Confluence Home Recent Spaces Teams Q What is project Sunrise? Ask AI

Banc.ly Marketing

Overview

Blog

Settings

Pages

- Multi-Year Banc.ly Strategy
- New hire resources!
- 5% Cashback Credit Card Pr...

- Cashback GTM launch
- Cashback Product Requir...
- Cashback Product Launc...

- OKRs
- Quarterly Plans
- Banc.ly brand standards and...
- Q1 Product Launch
- Q2 Product Launch
- OKR meeting notes

Banc.ly Marketing

Project Sunrise is an initiative containing a series of experiments on the onboarding flow, with the goal of driving retention. This project is owned by the Growth Team, and is set to begin engineering work August 1st. Jie Yan Song and Taha Kandemir are the project leads.

Answers may include information that is restricted to others but visible to you.

Sources

- Sunrise Project Mobile Onboarding: Streamlining ... Updated Apr 1, 2023 · Onboarding Team
- Sunrise Roadmap Updated Jan 10, 2023 · Onboarding Team
- Sunrise Roadmap Dependencies Updated Jan 10, 2023 · Onboarding Team

Dive deeper into the search results

Answered by Atlassian Intelligence BETA

Was this helpful?

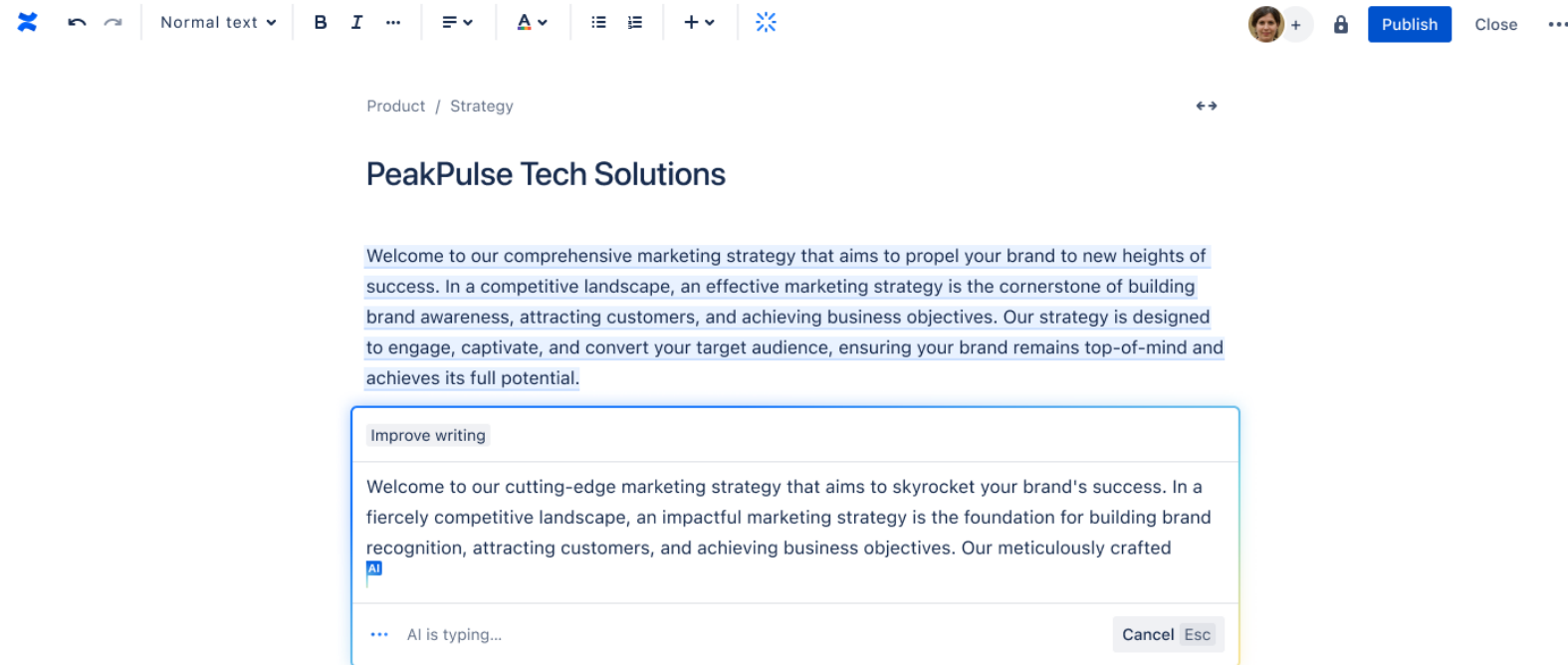
Created by Taha Kandemir

Last updated 4 hr ago by Joshua Williams · 3 min read · 41 people viewed

Driver	@Taha Kandemir
Approver	@Jie Yan Song
Contributors	@Andres Ramos @Joshua Williams
Informed	@Hassana Ajayi @Annika Rangarajan
Key Outcomes	<ul style="list-style-type: none">New signups as we raise awarenessAdd net new customers through product + marketing
Due Date	<ul style="list-style-type: none">Launch phase 1 on Dec 15, 2022Launch phase 2 on Jun 30, 2023
Status	IN PROGRESS

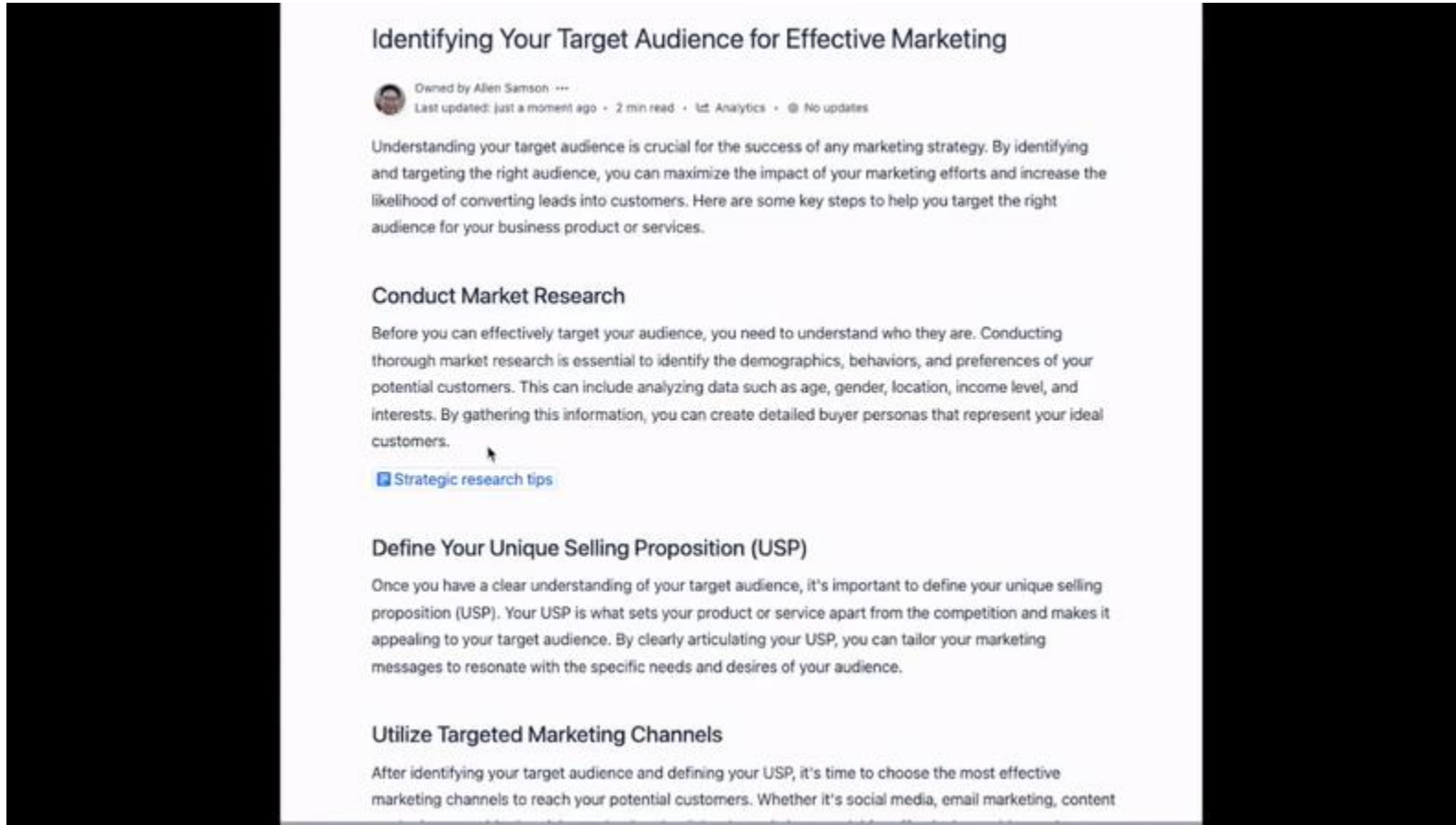
直接向 Confluence 詢問，系統即會直接回答問題，並且把參考文章列於下方

Generate and transform content



善用 AI 來協助我們進行文案編輯，大大提升母語體系的使用者的體驗

Summarize Smart Links



The screenshot displays a smart link interface for an article. The article title is "Identifying Your Target Audience for Effective Marketing". Below the title, it shows the author "Owned by Allen Samson" and metadata: "Last updated: just a moment ago", "2 min read", "Analytics", and "No updates". The main text of the article discusses the importance of understanding the target audience for marketing success and lists three key steps: "Conduct Market Research", "Define Your Unique Selling Proposition (USP)", and "Utilize Targeted Marketing Channels". A blue link icon with the text "Strategic research tips" is visible below the first step.

Identifying Your Target Audience for Effective Marketing

Owned by Allen Samson · Last updated: just a moment ago · 2 min read · Analytics · No updates

Understanding your target audience is crucial for the success of any marketing strategy. By identifying and targeting the right audience, you can maximize the impact of your marketing efforts and increase the likelihood of converting leads into customers. Here are some key steps to help you target the right audience for your business product or services.

Conduct Market Research

Before you can effectively target your audience, you need to understand who they are. Conducting thorough market research is essential to identify the demographics, behaviors, and preferences of your potential customers. This can include analyzing data such as age, gender, location, income level, and interests. By gathering this information, you can create detailed buyer personas that represent your ideal customers.

[Strategic research tips](#)

Define Your Unique Selling Proposition (USP)

Once you have a clear understanding of your target audience, it's important to define your unique selling proposition (USP). Your USP is what sets your product or service apart from the competition and makes it appealing to your target audience. By clearly articulating your USP, you can tailor your marketing messages to resonate with the specific needs and desires of your audience.

Utilize Targeted Marketing Channels

After identifying your target audience and defining your USP, it's time to choose the most effective marketing channels to reach your potential customers. Whether it's social media, email marketing, content

讓 AI 來協助我們進行資訊上面跨領域的彙整，讓我們可以在一個頁面完成工作



Jira

AI for Automation

Automation

Global administration [Create with AI](#) [Create rule](#)

[Rules](#) [Audit log](#) [Templates](#) [Usage](#)

Start automating with Atlassian Intelligence

Need inspiration? Try an example: [Send weekly reminders](#) [Archive inactive pages](#) [Review spec pages](#)

Every Monday, find all the tasks with a due date in the next 7 days

Atlassian Intelligence **BETA** [?](#)

When: Scheduled
Every week on Mon at 9:00 AM

BRANCH

Branch rule / for each task

Then: Send email
{{task.assignee.emailAddress}}
Task Reminder

Add to branch

This rule was generated by Atlassian Intelligence **BETA** [?](#)

Review your rule and turn it on.

[Try again](#)

How was your experience?

Rule details

Name*

Task Reminder

Description

This rule sends a reminder email to the assignee of any task that is due in the next 7 days every Monday.

透過描述您想要自動化的任務，AI 能夠創建自動化規則，使得即使不懂如何設置自動化的使用者也能快速創建他們所需的規則。

Search for issues

Projects / Beyond Gravity

Issues

Share Export LIST VIEW DETAIL VIEW

What are the top bugs in project "DP"? Go

project = "BG" and issuetype = Bug ORDER BY priority DESC, created DESC Save filter

This ask was too complicated for Basic mode, we've switched to JQL mode for more accurate results.

Type	Key	Summary	Assignee	Status	Reporter	Description
✓	BG-41	There are some design inconsistencies between this version and the previous one	Fran Perez	IN PROGRESS	Omar Darboe	Descr The d
✗	BG-27	The meatball header is too large so we are going to need some serious thought around this	Fran Perez	TO DO	Omar Darboe	The c takes
✗	BG-34	Why is the error icon not showing?	Crystal Wu	DONE	Stefanie Auer	The e applic
✓	BG-33	Limit the amount of backend requests that a user can make via the onboarding buttons	Grace Harris	TO DO	Taha Kandemir	The o requre
✓	BG-45	Gather all the known bugs before the blitz and log them down in a confluence doc	Fran Perez	WAITING REVIEW	Omar Darboe	The d identi
✓	BG-36	The file package "hgf-value" needs to be cleaned up.	Crystal Wu	DONE	Stefanie Auer	The c unnec
✓	BG-54	Audit of rollout analytics	Crystal Wu	DONE	Stefanie Auer	We wi that tl
✓	BG-32	Work out any potential edge cases pre-build	Crystal Wu	DONE	Stefanie Auer	I want ensur

直接用自然語法輸入，AI 會幫我們找到我們要的 issue，製作 Filter 好簡單

Related Resources

The screenshot displays a Jira issue page for the project 'VFD-119'. The issue title is 'Implement real-time vehicle tracking on main fleet dashboard'. The issue description states: 'As a fleet manager, I want to receive real-time alerts on the dashboard when a vehicle in my fleet is involved in an incident, such as a collision or breakdown, so that I can quickly respond and minimize downtime. The real-time alerts should be prominently displayed on the fleet management dashboard, using a visually distinct notification style (e.g., a pop-up message or a dedicated alerts section). The alerts should remain visible until acknowledged by the fleet manager, at which point they should be logged in an incident history for future reference.'

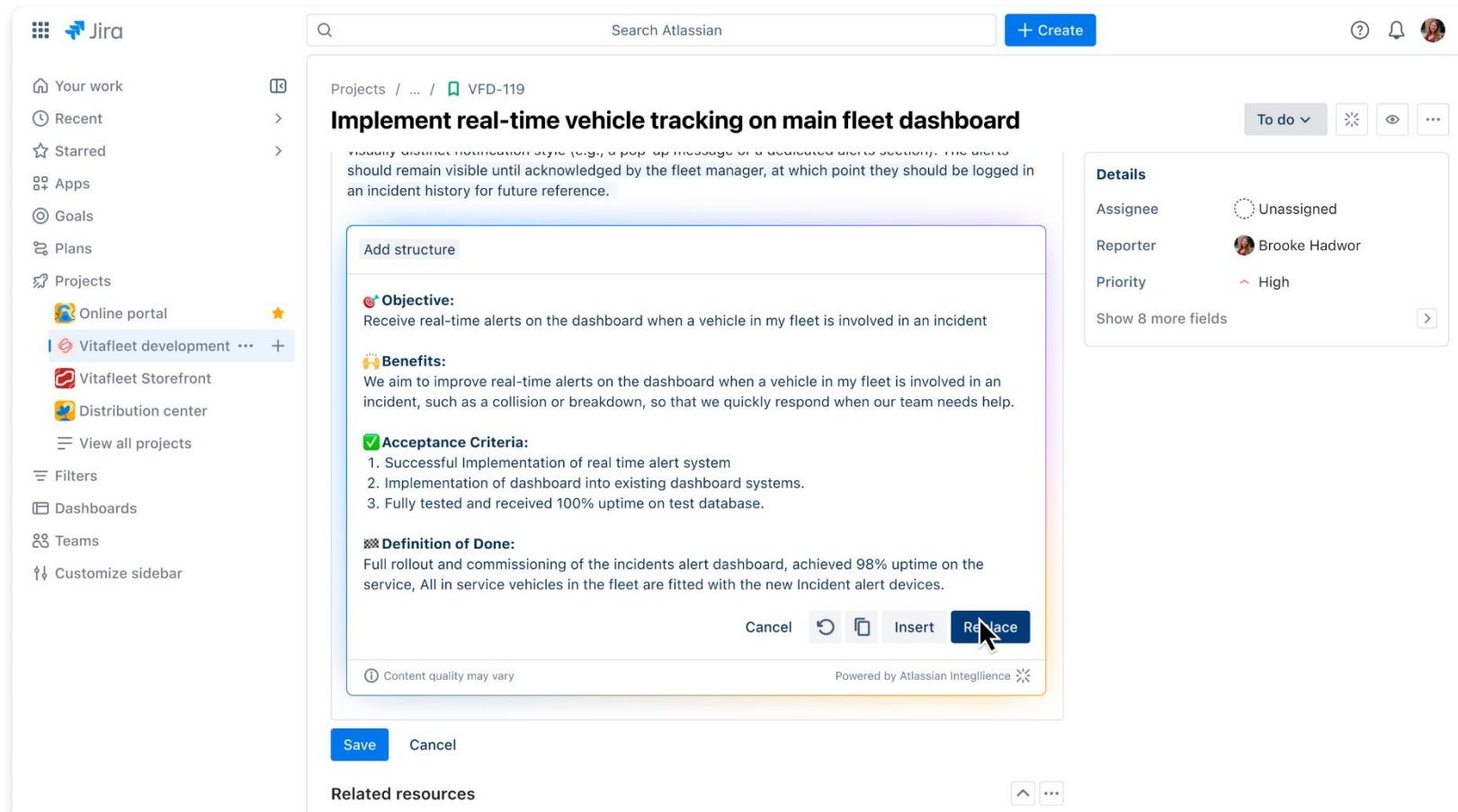
The 'Related resources' section is highlighted, showing three items:

- Vita fleet - Alert dashboard idea** (Loom • Updated 1d ago) Linked to [VFD-39](#)
- Fleet manager Alert - Spec doc** (Confluence • Updated 1d ago) Linked to [VFD-39](#)
- Vita fleet repo** (Bitbucket • Updated 1d ago) Linked to [VFD-39](#)

The 'Details' section on the right shows the issue is 'Unassigned', reported by 'Brooke Hadwor', with a 'High' priority. The 'Activity' section at the bottom shows a 'Leave a comment' input field.

AI 會根據 issue 上的資訊，自動從 Confluence 上帶入三篇補充資訊

Issue Reformatter



將複雜的工作敘述進行整理與分段，讓處理者更快速進入狀況

AI Work Breakdown

Delivery requirements: Create ACME Mobile APP



Owned by Alana Grant
Last updated: just a moment ago • 3 min read • Analytics

1. Project Overview

1.1 Purpose

- **Objective:** To develop "HealthTrack," a mobile application aimed at helping users monitor and improve their physical health through personalized workout plans, nutrition tracking, and health metrics analysis.
- **Target Audience:** Individuals aged 18-50 who are looking to improve their physical health, whether they are beginners or have intermediate experience in fitness.
- **Scope:** The app will cover workout planning, nutrition tracking, progress tracking, and social features for motivation. It will not include medical advice or diagnosis tools.

1.2 Background

- **Motivation:** The rising trend in health consciousness and the need for a personalized, easy-to-use tool for managing health and fitness.
- **Market Analysis:** Competitors include apps like MyFitnessPal and Fitbit, but HealthTrack aims to differentiate itself through AI-driven personalized plans and a more engaging user interface.

2. Features and Requirements

2.1 Functional Requirements

- **Personalized Workout Plans:** Users can input their fitness goals, current fitness level, and

Create ACME Mobile APP

Attach

Add a child issue

Link issue

▼

Create ▼

Link goals

Description

Delivery requirements: Create ACME Mobile APP

Child issues

Order by ▼

+

Suggest child issues

Suggest child issues	
Design and Implement User Onboarding Process	
Develop Personalized Workout Plan Feature	
Implement Nutrition Tracking	
Create Progress Tracking System	
Develop Social Features	
Ensure App Performance and Security	
Design and Implement User Interface	
Select and Set Up Technical Architecture	
Integrate Third-Party Services	

將複雜的工作由 AI 來幫助我們進行切分與命名

Jira Service Management

AI answers

ne below error - can you please advise how i can get this resolved?



12 replies Yesterday at 20:08

r Darboe 2 hours ago

i, when porting my phone data over to a new device (old device doesn't power on more) I have everything setup and working as well as Posture stating my device is compliant, but then today I got the "your device is not compliant due to not connecting workplace One for 7 days". The new device in Hub shows as compliant, device entry in ure (with the same serial number as stated in the email) is marked as compliant... t else do I need to do in this case?



9 replies Last reply today at 8:14

tal Wu 1 hour ago

team, is it possible to get a M1 laptop charger on level 22 in the 363 building?



12 replies Last reply today at 8:43

Parez 25 minutes ago

am, please can I get help removing an app from a private channel? Thanks so much



4 replies Last reply today at 9:24

Rotanson 9:32

there, I've just joined the design team and need to get setup with some software ss

Thread # help



Hi! I'm Charlie, your virtual agent here to help with your questions or requests.



Charlie APP 9:34

Which tools do you need access to? Most members on the design team use either Figma or Adobe Creative Suite.



Jane Rotanson 9:35

Just Figma please



Charlie APP 9:36

Okay great. Do you need Editor or Viewer access?



Jane Rotanson 9:37

Editor



Charlie APP 9:38

Okay perfect! I can run a script to grant you this access. Wont be long.



Charlie APP 9:41

You should now have access to Figma. You can log in at figma.com using your Banc.ly credentials.



Jane Rotanson 9:42

Thank you!

提單者的疑問由 AI 回答，減輕 FAE 處理人員的負擔

AI request type suggestions

Request types

Assign request types **Create request type**

Customize the types of service requests your project will use. These will appear in your project navigation under **Service requests**. Make these request types available in your customer portal by editing your **portal groups**.

I work in HR and recruit, screen, and onboard new employees

Here are some suggestions for request types to create. Select one to get started.

- ☒ **Flexible work arrangements**
Request type to discontinue a flexible work arrangement.
- ☐ **Request a report or data analysis**
Need help with a report or data analysis? Submit a request here.
- ☐ **Email request**
Request received from your email support channel.

Cancel **Esc** **Create**

Generated by Atlassian Intelligence **BETA** ⓘ

Rate this response 👍 👎

Filter request types 🔍 Issue types ▼ Portal groups ▼

直接描述工作內容，AI 及會建議使用的 Request Type

Suggest fields

The screenshot shows the Jira 'Suggest fields' interface for an 'Internal Transfer Request'. The left sidebar contains a navigation menu with options like 'HR Services', 'Back to project', 'Project settings', 'Details', 'People', 'Features', 'Summary', 'Issue types', 'Request types' (highlighted), 'Forms', 'External resources', 'Customer permissions', 'Language support', 'Portal settings', 'Email requests', 'Customer notifications', 'Widget', 'Chat', 'Virtual agent', 'Satisfaction settings', 'Knowledge base', 'SLAs', 'Automation', 'Apps', and 'Workflows'. The main content area is titled 'Internal Transfer Request' and includes a 'Suggest fields' button. Below this, there are two sections: 'Here are some suggestions of existing fields you can add to this request type.' and 'Here are some suggestions if you'd like to create new custom fields'. The first section lists fields like 'Employee location', 'Job title', 'Last working day', 'Manager', 'Move date', 'Move from', 'Move to', 'Reason for new laptop', 'Resignation date', and 'Start date', each with an 'Add' button. The second section lists custom field suggestions like 'New team introduction plan', 'Previous team feedback', 'Skills and competencies required', 'Transfer completion date', and 'Transfer justification'. At the bottom, there is a 'Give feedback' button and a 'Rate this response' section. The right sidebar shows a 'Fields' section with a search bar and a list of suggested fields, including 'Access policy', 'Accessories', 'Approvers', 'Assignee', 'Attachment', 'Available laptops', 'Description', 'Due date', 'Employee Asset(s)', 'Employee location', 'Employee start date', 'Employee(s)', 'Employment type', 'Job title', 'Labels', 'Laptop models', 'Last working day', 'Linked Issues', and 'Linked assets'. A 'Create new custom fields' button is also present.

Back to request types

Request form Issue view Workflow statuses

Internal Transfer Request

Fields added to the request form are filled out by customers when they raise a request from the portal. [Learn more about the portal, or how to customize fields.](#)

Suggest fields

Here are some suggestions of existing fields you can add to this request type.

Employee location	Add
Job title	Add
Last working day	Add
Manager	Add
Move date	Add
Move from	Add
Move to	Add
Reason for new laptop	Add
Resignation date	Add
Start date	Add

Here are some suggestions if you'd like to create new custom fields

New team introduction plan
Previous team feedback
Skills and competencies required
Transfer completion date
Transfer justification

Generated by Atlassian Intelligence BETA

Rate this response

Give feedback

Discard View Save changes

Fields

Search all fields

Type to search all fields

Use fields from any project on your site

Suggested fields

Access policy	
Accessories	
Approvers	ISSUE VIEW
Assignee	ISSUE VIEW
Attachment	
Available laptops	
Description	ISSUE VIEW
Due date	ISSUE VIEW
Employee Asset(s)	
Employee location	
Employee start date	
Employee(s)	
Employment type	
Job title	
Labels	ISSUE VIEW
Laptop models	
Last working day	
Linked Issues	
Linked assets	

Create new custom fields

Refresh this page after creating new fields.

直接描述工作內容，AI 及會建議使用的 Request Type

Alert Grouping

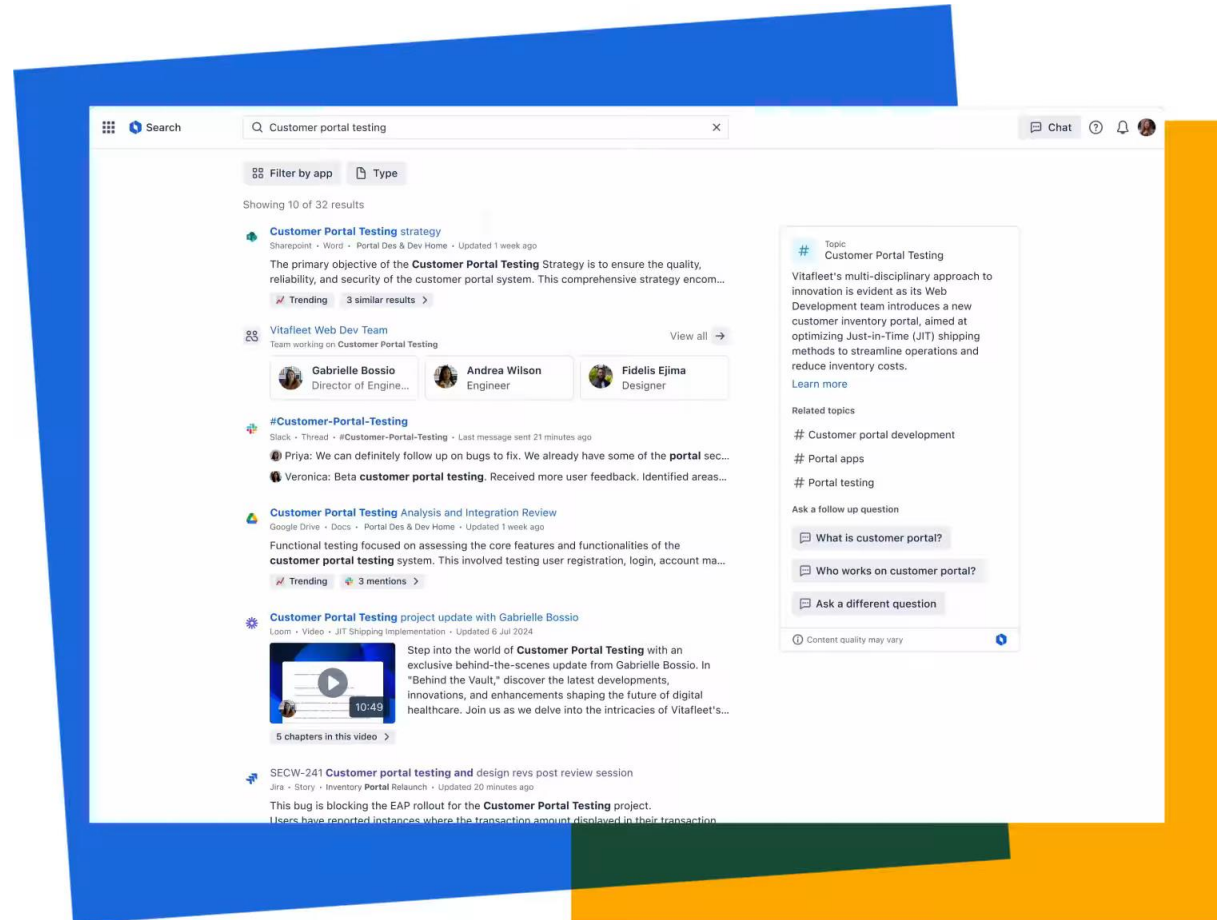
The screenshot displays the Atlassian Alerts interface. At the top, there's a navigation bar with tabs for 'Your work', 'Projects', 'Filters', 'Dashboards', 'Teams', 'Insights', and 'Apps'. Below this, the breadcrumb trail shows 'Ops container list / Beyond Gravity / #392932'. The main section is titled 'Alerts' and features a summary box for 'Grouped by Atlassian Intelligence'. This box states that Atlassian Intelligence groups alerts by semantic similarity to reduce noise by 45% and shows that 10 groups have been created. Below the summary, a table lists individual alerts with columns for 'Alert count', 'ID', 'Summary', 'Assignee', 'Alert responders', 'Created at', and 'Status'. The table contains several rows of alerts, some of which are grouped together, indicating the effectiveness of the AI grouping feature.

Alert count	ID	Summary	Assignee	Alert responders	Created at	Status
	#339	P2 x1 Delays and failures			02/May/2024 10:03 AM	OPEN
32	#234	P1 Alert group - Checkout transactions are failing. Payment-api-341 action		+3	02/May/2024 09:03 AM	ACTIVE
	#991	P5 x1 SQS queue message count exceeded the threshold			02/May/2024 09:03 AM	CLOSED
27	#567	P2 Alert group - Unable to connect to datacentres south			02/May/2024 08:03 AM	ACTIVE
47	#34	P4 Alert group - Unable to merge pull request on the old pull request		+3	02/May/2024 08:06 AM	INACTIVE
	#52	P1 x9 Associate alert test incident			02/May/2024 07:05 AM	CLOSED
	#12	P3 x2 Associate alert test incident - Wizlearn			02/May/2024 06:03 AM	SNOOZED
	#05	P1 x3 Payment and subscriptions error keep dropping			02/May/2024 06:03 AM	OPEN

由 AI 來進行 Alert 規整，讓 FAE 可以專注在事故解決與跟因分析

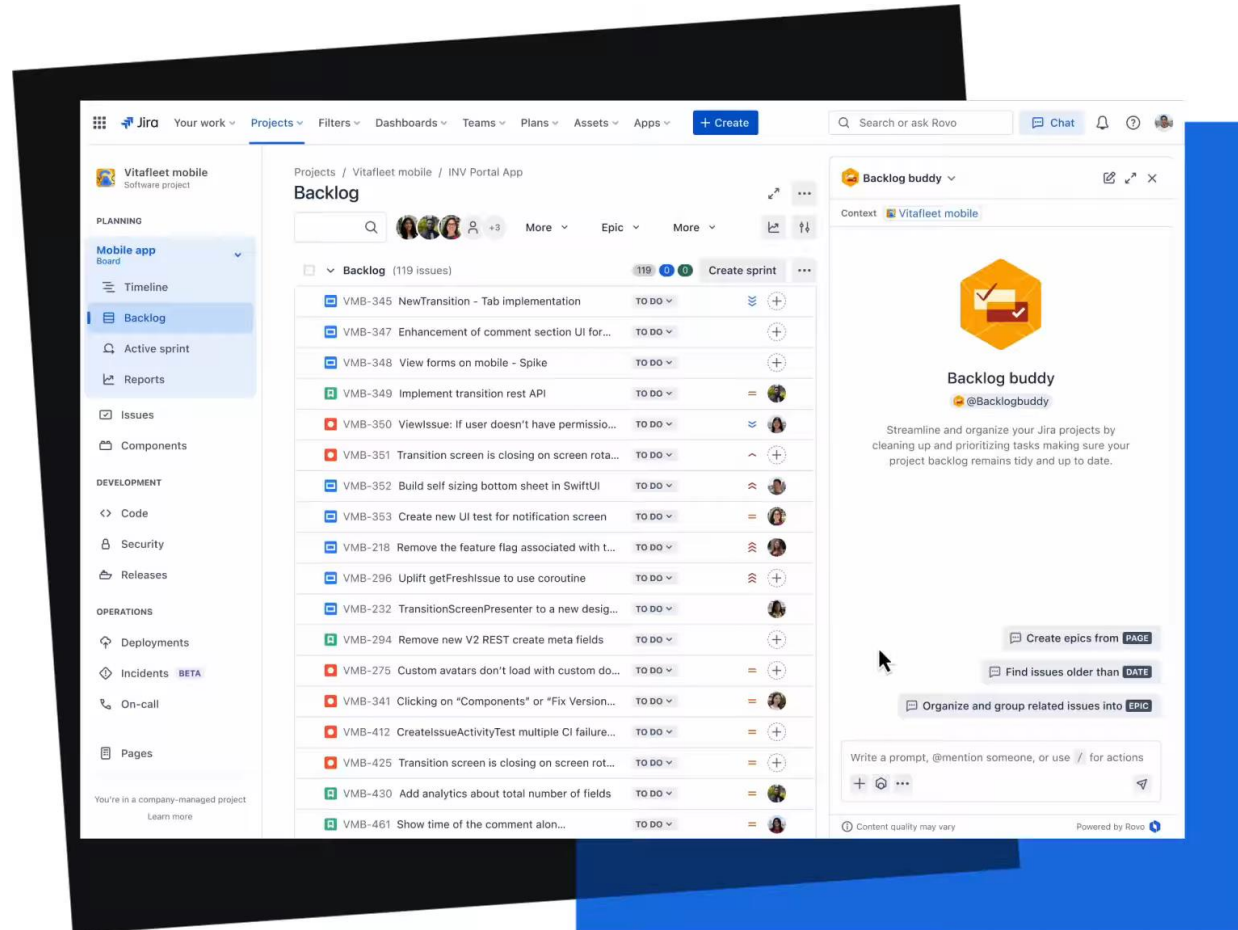
ROVO

Search once to find every answer



讓 AI 進行跨 Organization 知識搜尋，讓使用者更快找到關鍵資訊

Meet your new teammates



最強 AI 助理，用問答的方式協助使用者們處理日常工作
甚至可以搭配插件進行擴充

References

References

- [Explore Atlassian Intelligence features](#)
- [Guide: Get started with Atlassian Intelligence](#)
 - [Team '24 – highlights | Atlassian](#)



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THANK YOU!



WEB



FACEBOOK



YOUTUBE