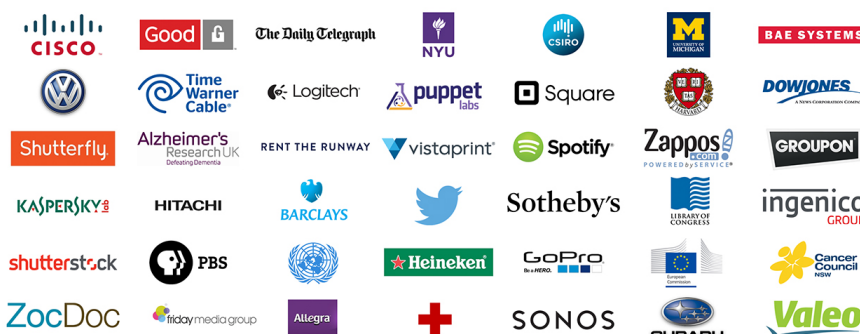


## Trusted by over 10,000 IT teams

Service management software that IT and service teams actually like to use.

Purpose built for IT and service teams, JIRA Service Desk provides your teams with everything – right out of the box, including incident, change, problem management and service requests. Give your customers an easy way to ask for help, while your agents resolve incidents faster than ever.



Try JIRA Service Desk free for 7 days at [atlassian.com/service-desk](https://atlassian.com/service-desk)

### Simple pricing

Available cloud or on your own server

#### SMALL TEAMS

**\$10/mo**  
for up to 3 agents

#### GROWING TEAMS

**\$20/agent/mo**  
for 4+ agents



*For a global team that's doing help desk ticketing, or pretty much anything in IT, JIRA Service Desk really helps us to be efficient and effective as a team.*

**Alex Stillings**  
Manager of IT Support Services



*Since deploying JIRA Service Desk, we've had our resolved tickets increase by almost 67 percent, which is a sign that our help desk team is able to actually get more work done.*

**Nick Cunningham**  
IT Manager



*We rolled out JIRA Service Desk—going from 2 to 22 locations globally—in five weeks. The adoption from the user community was phenomenal.*

**Gen Kallos**  
Associate Director of Operations

Issue types		
JIRA Service Desk Issue Type Scheme for Project		
Keep track of different types of issues, such as bugs or tasks. Each issue type can be configured differently.		
The issue type scheme defines which issue types apply to this project. To change the issue types used, you can select a different issue type scheme.		
Issue Type	Description	Workflow
Change	Track change to IT infrastructure	<a href="#">Change Management Workflow</a>
Incident	Application service failures or interruptions	<a href="#">Incident Workflow</a>
Problem	Investigation of root cause to incidents	<a href="#">Problem Management Workflow</a>
Service Request	Standard service request	<a href="#">Service Request Workflow</a>

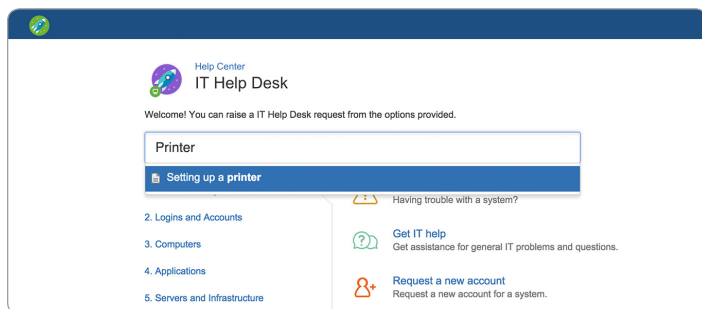
## ITIL ready

Adopt industry best practices right out-of-the-box, for incident, change, problem management and service requests.

Unassigned issues			
Time to resolution	T	Key	Summary
-0:19		IHD-102	I can't complete my tr
1:36		IHD-100	The flight destination
21:22		IHD-101	Server was down
215:58		IHD-88	New employee MacB
216:11		IHD-91	New employee Amex
216:15		IHD-95	Database error 721 d
216:17		IHD-98	Adobe Photoshop nex

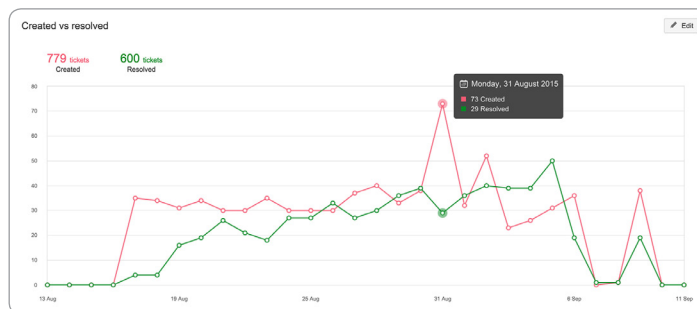
## Powerful SLAs

Get the important things done first. Configure your service level agreements, click and get going in minutes.



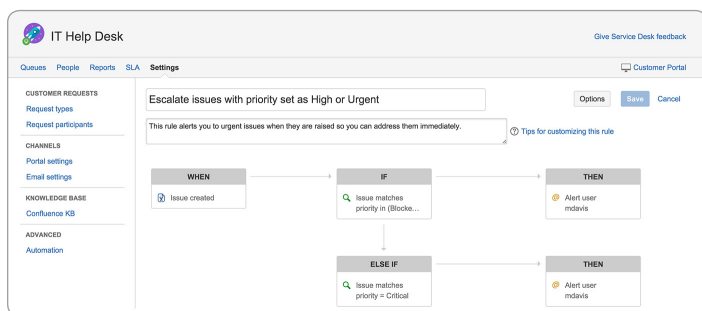
## Self-service

Give customers an easy way to ask for help. Make it even easier for self-help with smart, automated knowledge base suggestions.



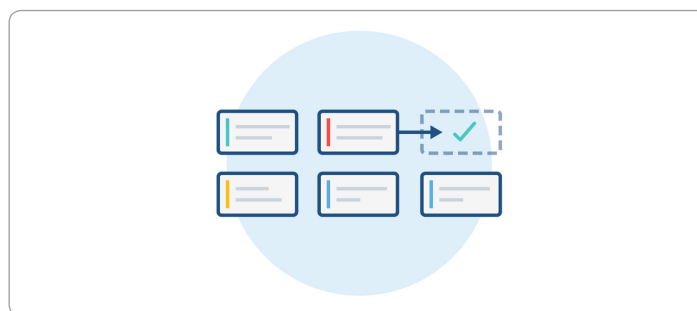
## Real-time reporting

Gain visibility into the metrics that matter to your business. Improve performance by catching bottlenecks before they happen.



## Automation

Make the robot do it! Automate repetitive tasks so agents can focus on solving the hard stuff.



## Powered by the JIRA platform

If your software teams use JIRA Software, you're in luck. Connect IT issues to the dev backlog and get to the root cause of problems before they escalate. Extend your service desk with 1,800+ add-ons from the Atlassian Marketplace.