JIRA Service Desk

JIRA Service Desk is a platform for customers to submit requests to the different departments (e.g. IT, Performing Arts). The service desk allows customers to fill and submit forms or 'tickets' to ask for help. These tickets allow departments to track issues in an organised manner, ensuring all issues are resolved promptly.

- Getting to know the ticket system
- Submitting tickets to JIRA Service Desk
- Viewing your tickets
- Responding to your tickets (Browser)
- Responding to your tickets (Email)
- Introducing "Atlas the Robot"
- Set up Autofill on Web Forms in Jira