Introducing "Atlas the Robot"

Please give a warm welcome to "Atlas the Robot".

Atlas is an automation robot designed to perform repetitive tasks thus freeing up our Service Desk teams allowing them to focus on your issue ensuring that you receive the best service possible.

Atlas will send you a gentle reminder if we haven't been in contact for a while, this is for the benefit of both the service desk team and you, ensuring your issue isn't left in limbo.

If you get an email from Atlas please be as kind as possible, she has feelings like you and I.

Lastly a message from Atlas: *beep beep boop beep boop* - Translation "Atlas is very happy and excited to be apart of the Brigidine Community"

What's Next?

Explore Jira Service Desk and familiarise yourself with creating, updating and responding to your service requests using the links below

- 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