The Top 10 AI Superpowers Driving Jira Service Management

Jira Service Management delivers the best AI advancements of the Atlassian platform – which means customers need very little time to start realizing value. These AI superpowers are live now or coming soon. They come in two different varieties: proactive AI experiences built directly into the platform and specialized AI agents that help with IT services, employee support, HR service management, and more.

1. **The employee help center gets a glow up.**

   Your revamped HR help center puts resources front and center. Employees can now find what they need faster.

2. **Lock it down: simplified access controls.**

   Sensitive HR requests? No problem. Simplified access controls ensure confidential info stays secure while the right people get what they need.

3. **Seamless HR integrations for effortless support.**

   Connect Jira Service Management with popular HR apps like Workday and Okta. Streamlined support and smoother workflows? Yes, please.

4. **Your AI-Powered people partner.**

   Onboarding, offboarding, and everything in between just got easier. With AI-generated request types and templates, HR teams can set up service desks faster than ever.

5. **A personal coach for your help desk.**

   Virtual service agent now comes with an AI-powered dashboard showing performance stats and knowledge gaps. Plus, it'll suggest new articles to fill those gaps.

6. **Instant clarity.**

   AI-generated summaries now deliver employee request overviews, recommended next steps, and even one-click action buttons. Less clicking, more solving.

7. **Multilingual magic.**

   The virtual service agent now supports all major languages, ensuring employees around the world get the help they need.

8. **Employee support, anywhere you work.**

   Slack? Teams? Email? Web widget? Help Center? Wherever your employees are, the virtual service agent is ready to help.

9. **Meet your Agentic (or AI Agent) sidekick.**

   From identifying root causes to crafting Post-Incident Reviews, new AI agents do the heavy lifting so your team can focus on the big picture.

10. **IT operations, enhanced!**

    When incidents happen, AI surfaces past incidents, priority levels, change risks, and even suggests the best responders.

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