

Espressive Barista Integration with Jira Service Desk

Automate Your Helpdesk with Barista While Improving Your ROI

Jira Service Desk, created by Atlassian, is a flexible, collaborative ITSM solution built on the Jira platform. This help desk request tracker can receive, track, manage, and resolve requests from internal and external customers. Jira Service Desk integrates with other Atlassian products and now integrates with Espressive Barista to give you even more value!

Barista, our AI-based virtual support agent (VSA), brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace, delivering a personalized user experience that results in 80 to 85% employee adoption and a reduction in service desk call volume of 40 to 60%.

When you integrate Barista with Jira Service Desk, you will automate resolution of employee questions with AI. Employees will receive an exceptional experience and you will deflect service tickets, resulting in an improved ROI from your Jira Service Desk deployment.

Key Integration Highlights

• Integration with Jira Service Desk

Barista works with Jira Service Desk right out of the box, integrating with your existing ticketing tool to have your service desk up and running and adding value in no time, without any complex deployment from your team. And with bi-directional integration, if Barista doesn't know an answer, a ticket is automatically generated and routed to the appropriate service team for a seamless handoff from Barista to a Jira Service Desk agent—without an employee having to ever leave Barista.

• Continue Using Confluence Knowledge Base

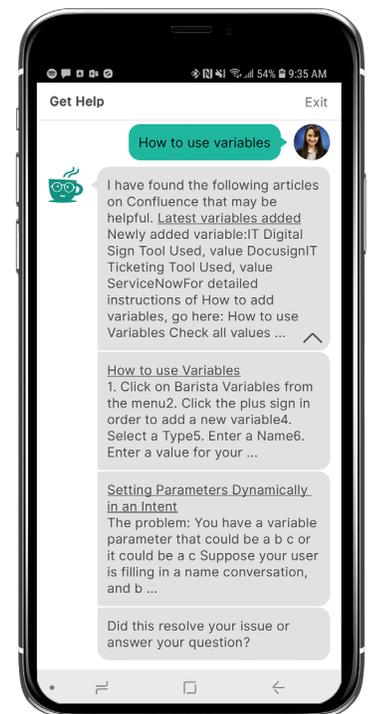
Since Confluence is integrated with Jira Service Desk, all content built for Confluence can be leveraged by Barista as well. This means, when employees ask Barista questions, Barista will be able to provide personalized answers and any relevant knowledge articles.

• Request Classifications

Barista knows the difference between an incident and a service request. When Barista creates a ticket for employees, the request is automatically prioritized and routed to the correct service agent for resolution.

• AI That Learns

Barista uses machine learning (ML) to learn from your historical Jira Service Desk data. When Barista opens a ticket on behalf of an employee, Barista uses this information to predict fields such as assignment group, category, business service, and more.



For more information on Barista, refer to the [Espressive Barista Solution Brief](#).