

Espressive Barista Integration with Jira Service Management

Automate Your Helpdesk with Barista While Improving Your ROI

Jira Service Management, 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 Management 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 50 to 70%.

When you integrate Barista with Jira Service Management, 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 Management deployment.

Key Integration Highlights

• Integration with Jira Service Management

Barista works with Jira Service Management 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 Management agent—without an employee having to ever leave Barista.

• Continue Using Confluence Knowledge Base

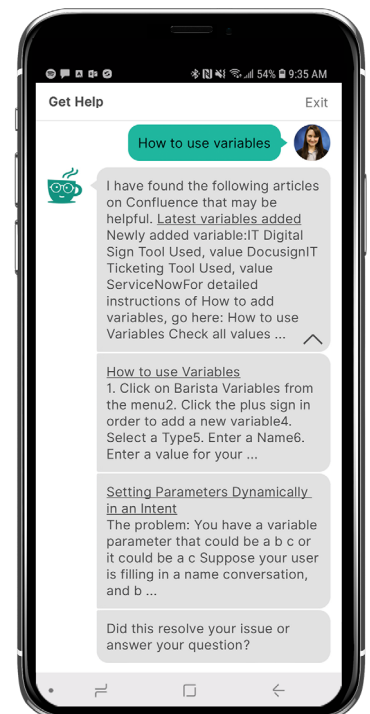
Since Confluence is integrated with Jira Service Management, all content built for Confluence can be leveraged by Barista as well. This means, when employees ask Barista questions, Barista will be able to provide personalized answers and any relevant knowledge articles.

• 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 Management 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.



ABOUT ESPRESSIVE Espressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).