

# How we implement and use Jira Service Desk in Żabka

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# Plan:

1. Customer portal vs my experience
2. Žabka case study
3. Lesson learned

# About me:

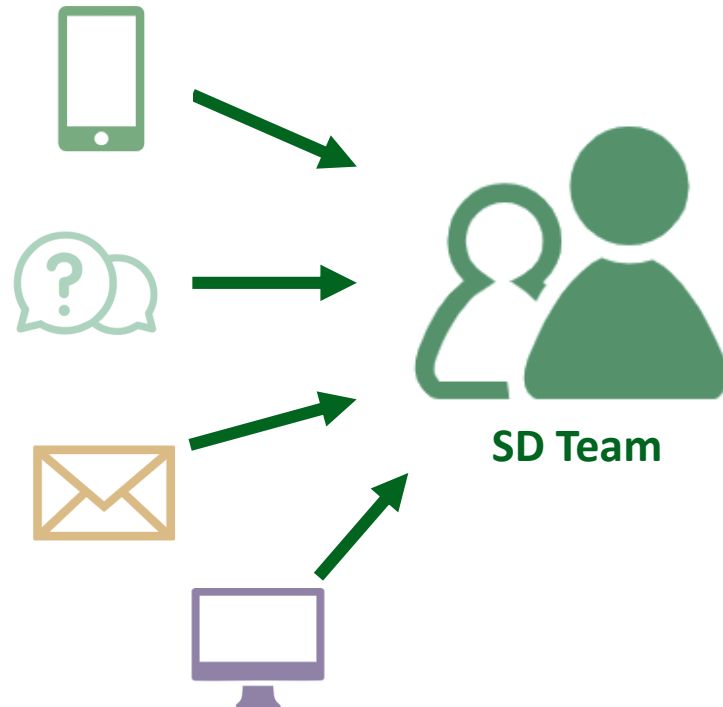
- 7 years experience with Atlassian tools
- Senior Application Engineer in Žabka
- Like Atlassian's products... a lot!
  - and add-ons also 😊
- after work – triathlon, cycling



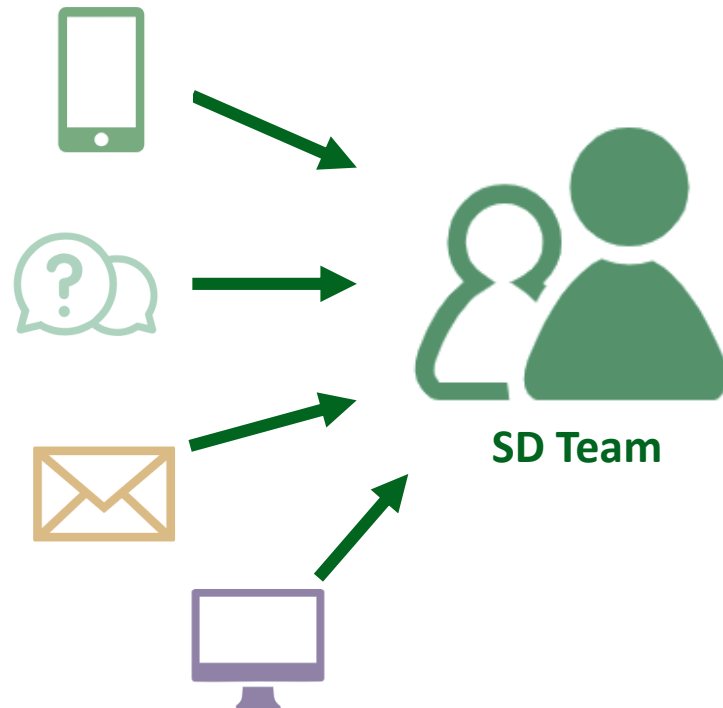
# Customer portal vs my experience

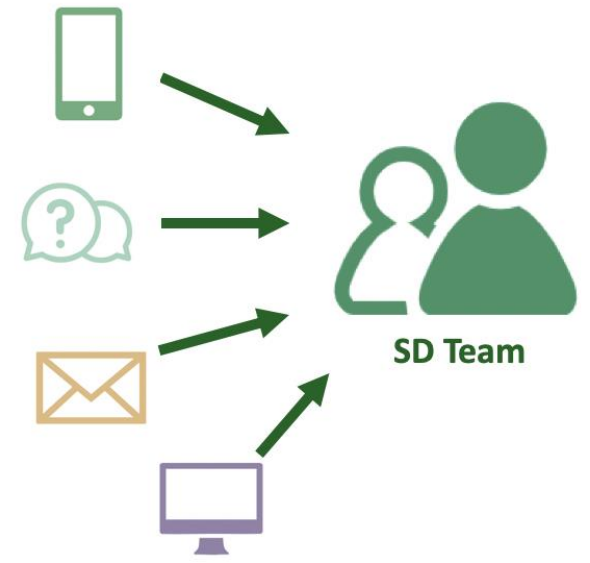
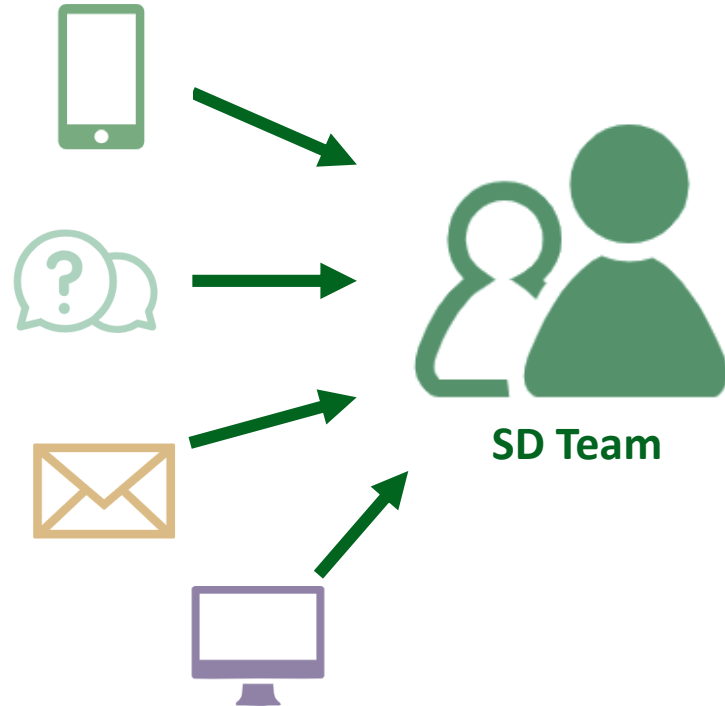
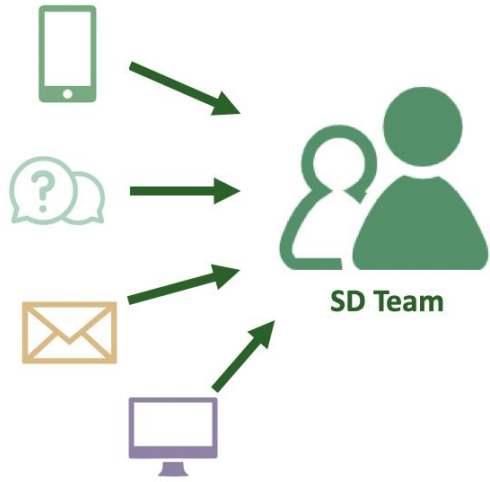
- e-commerce companies
- building portal only for IT Support
- more „complex” portal - additional fields for extra informations e.g. serial number, OS
- client had base technical knowledge

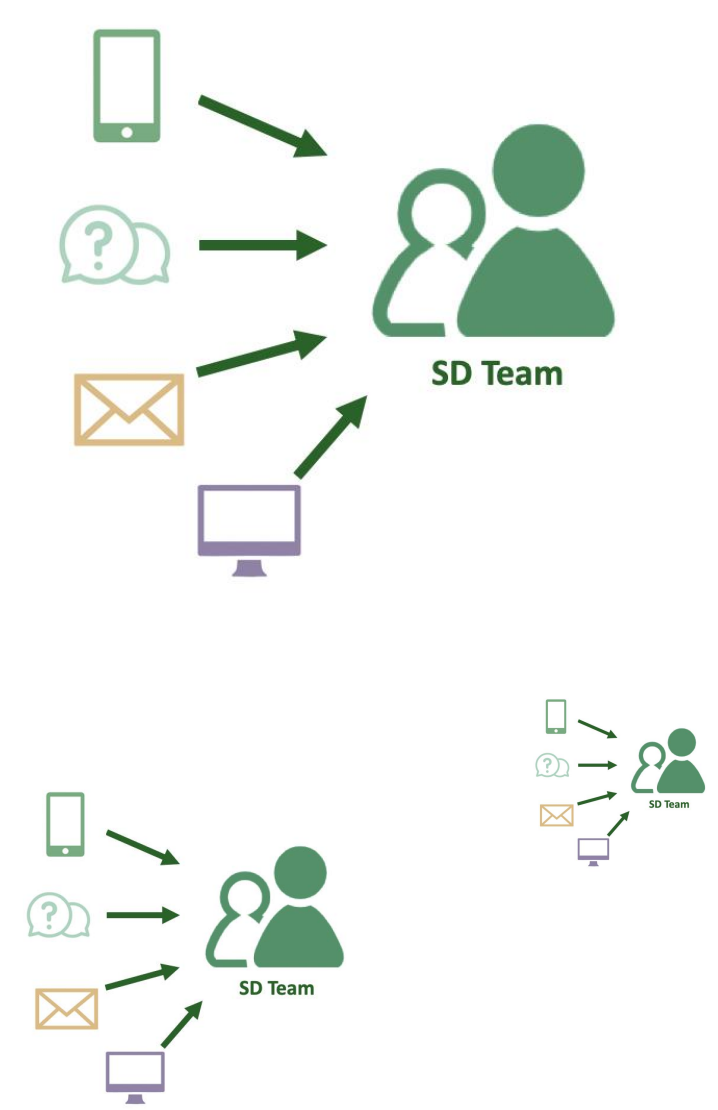
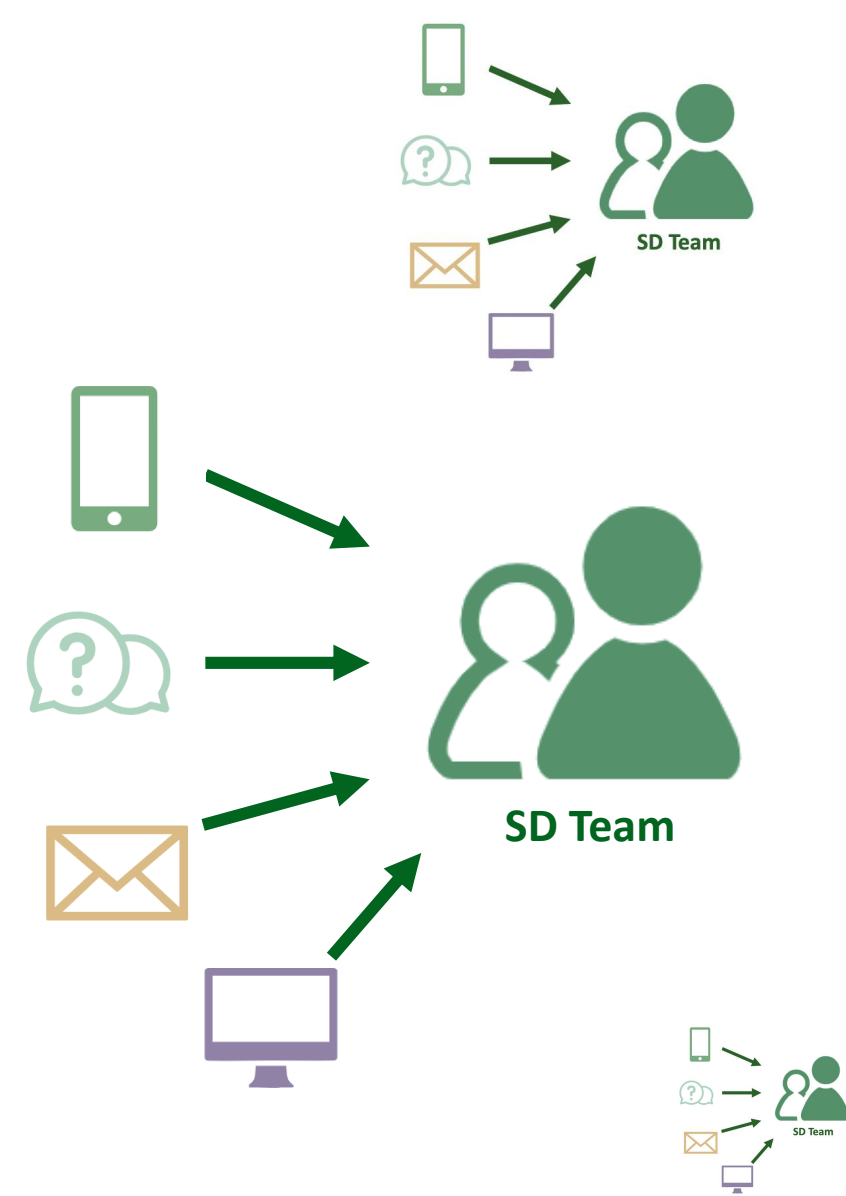
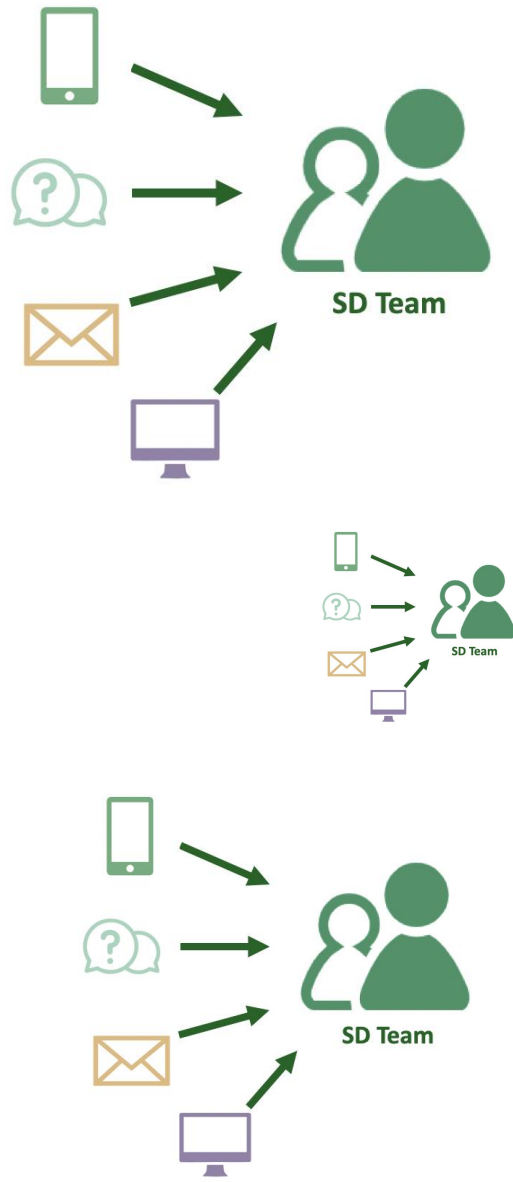
# Customer portal vs my experience



# Customer portal vs my **NO** experience







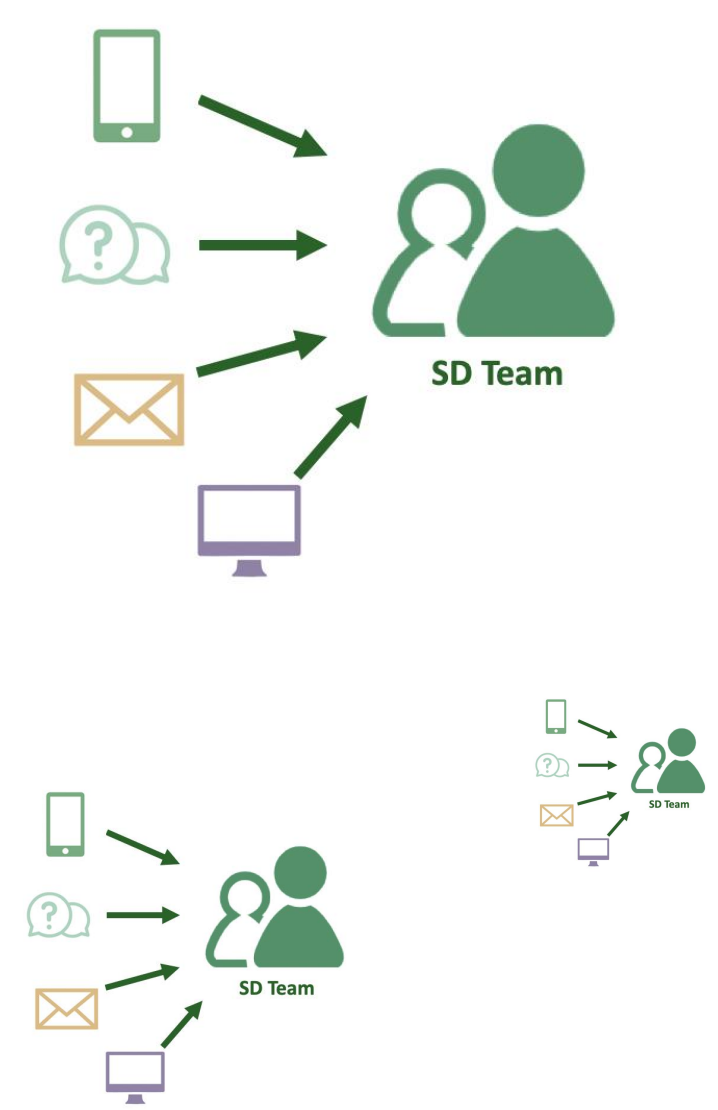
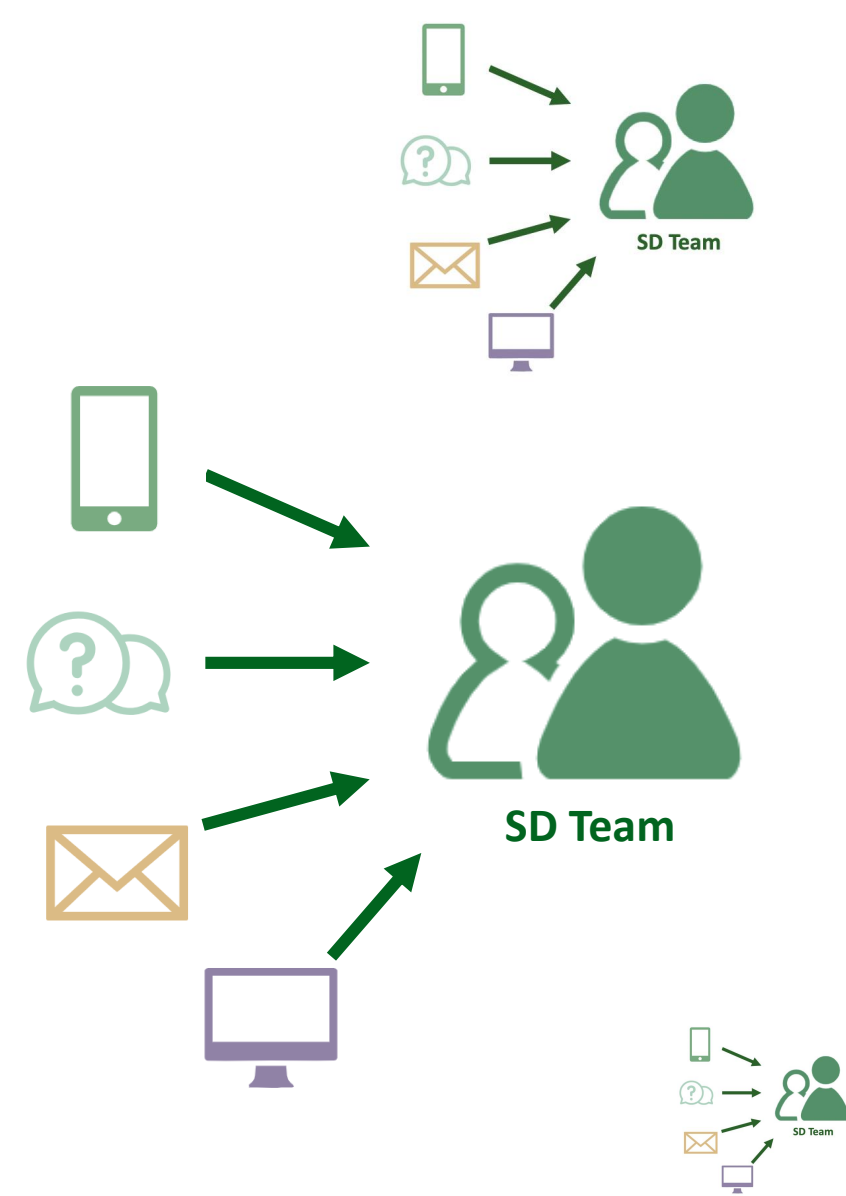
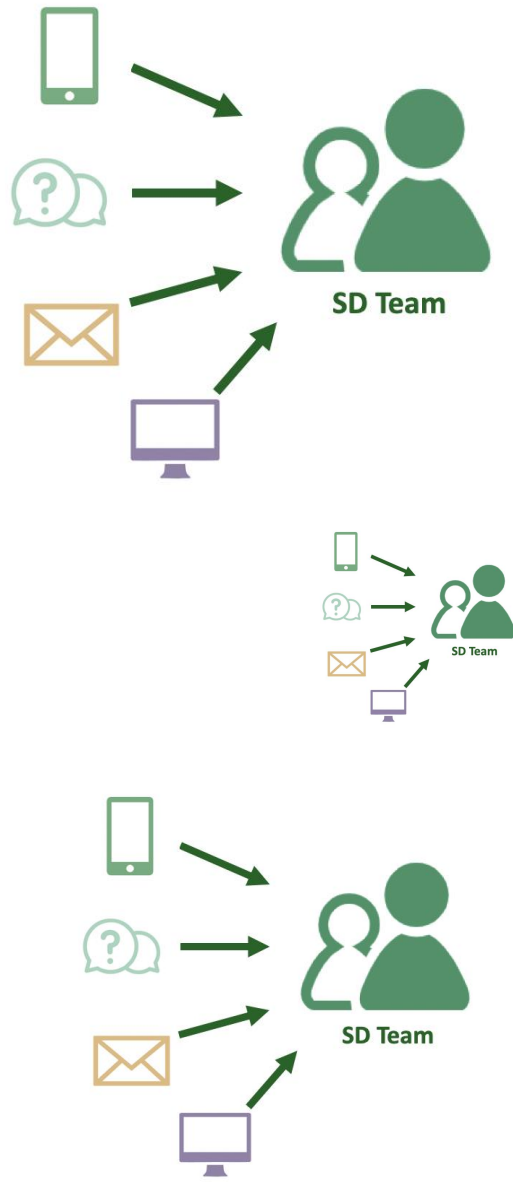


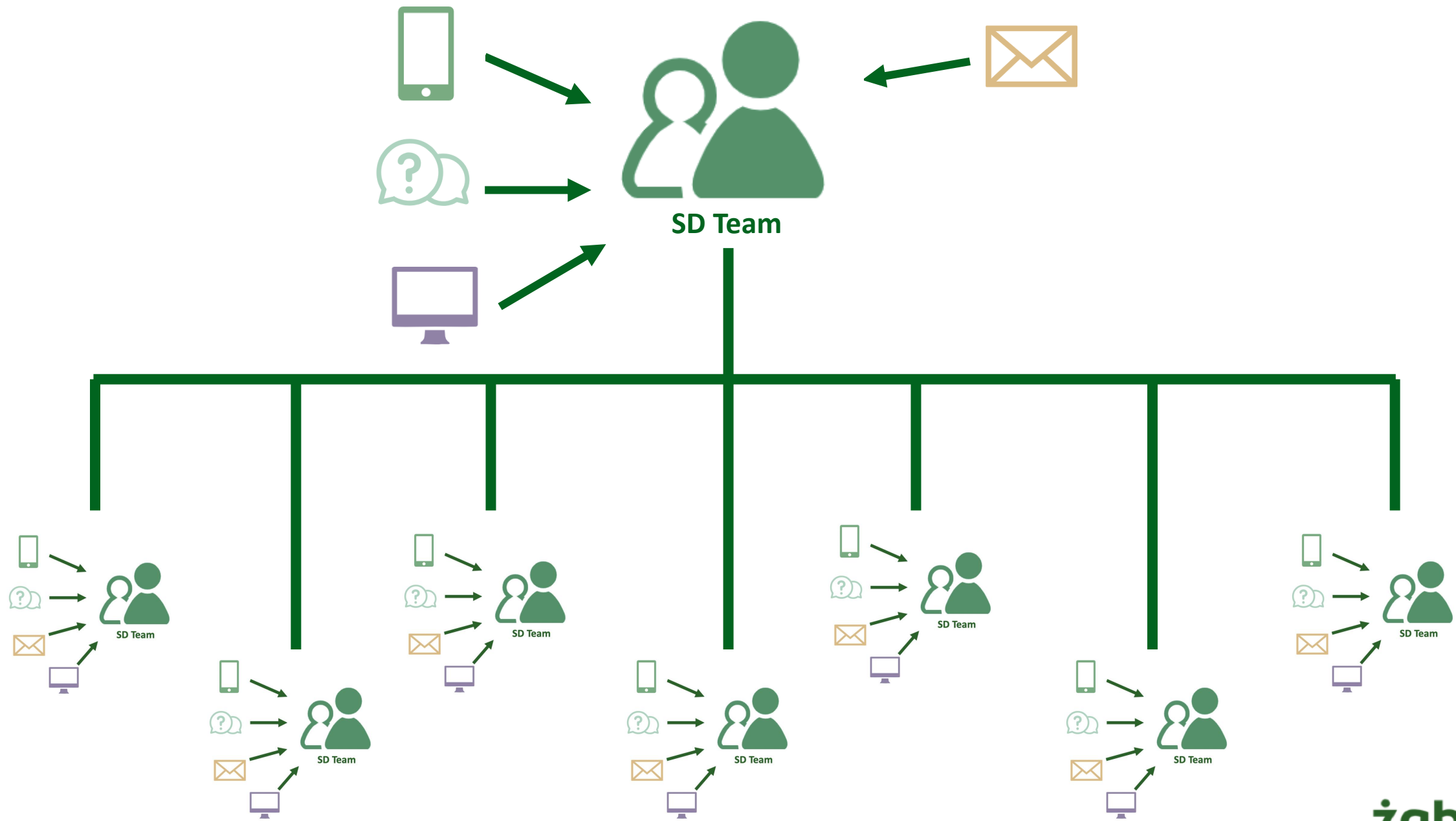
# Service Desk in Žabka

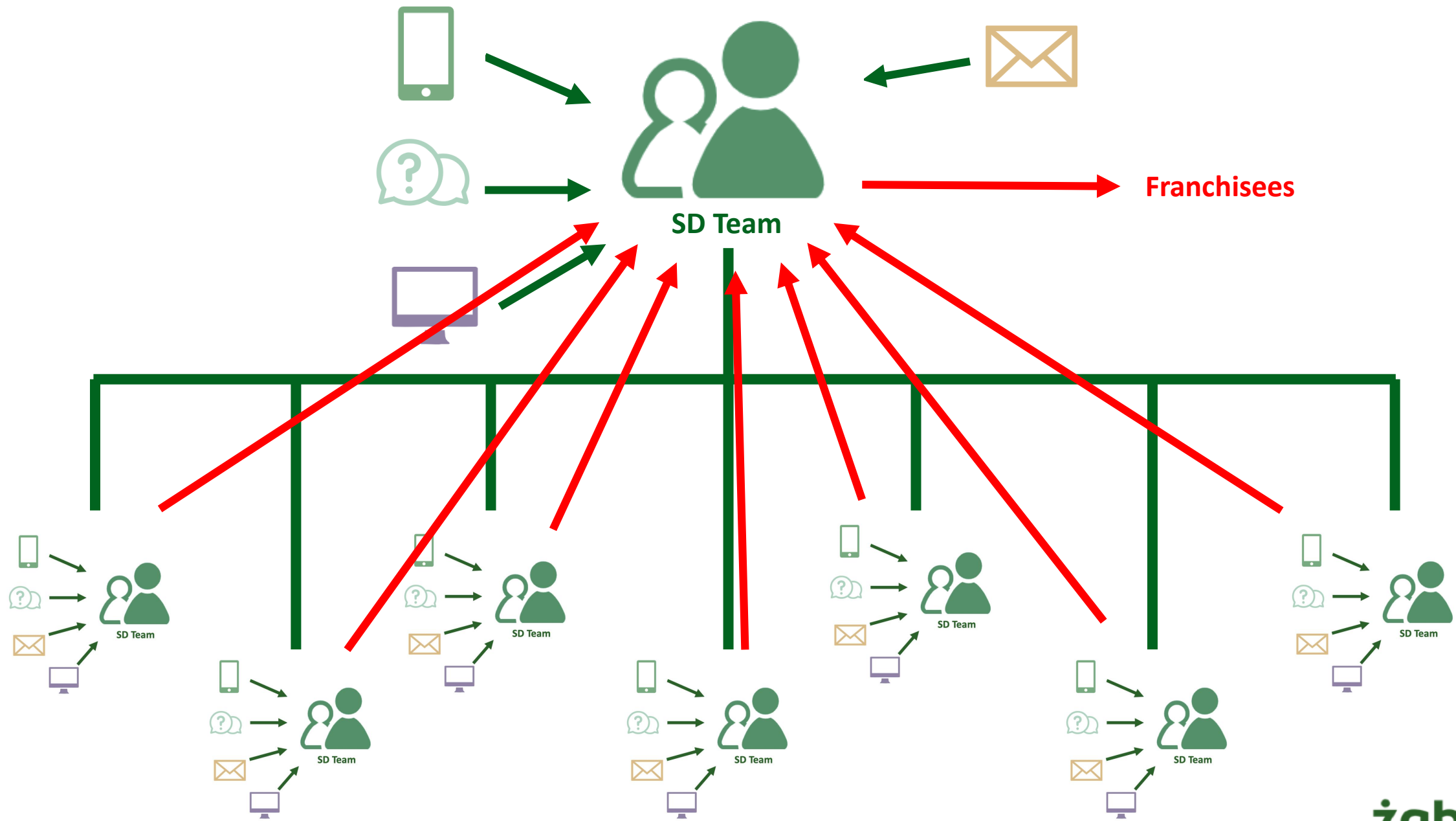
- many teams for support franchisees
  - IT
  - finance
  - security
  - other services
- portal must be simply as can be
- many non-tech franchisees
- every team has own sources for issues

# New Service Desk in Žabka

- re-organize SD teams (support lines)
- take small step to move from n-points of contact to 1-point of contact





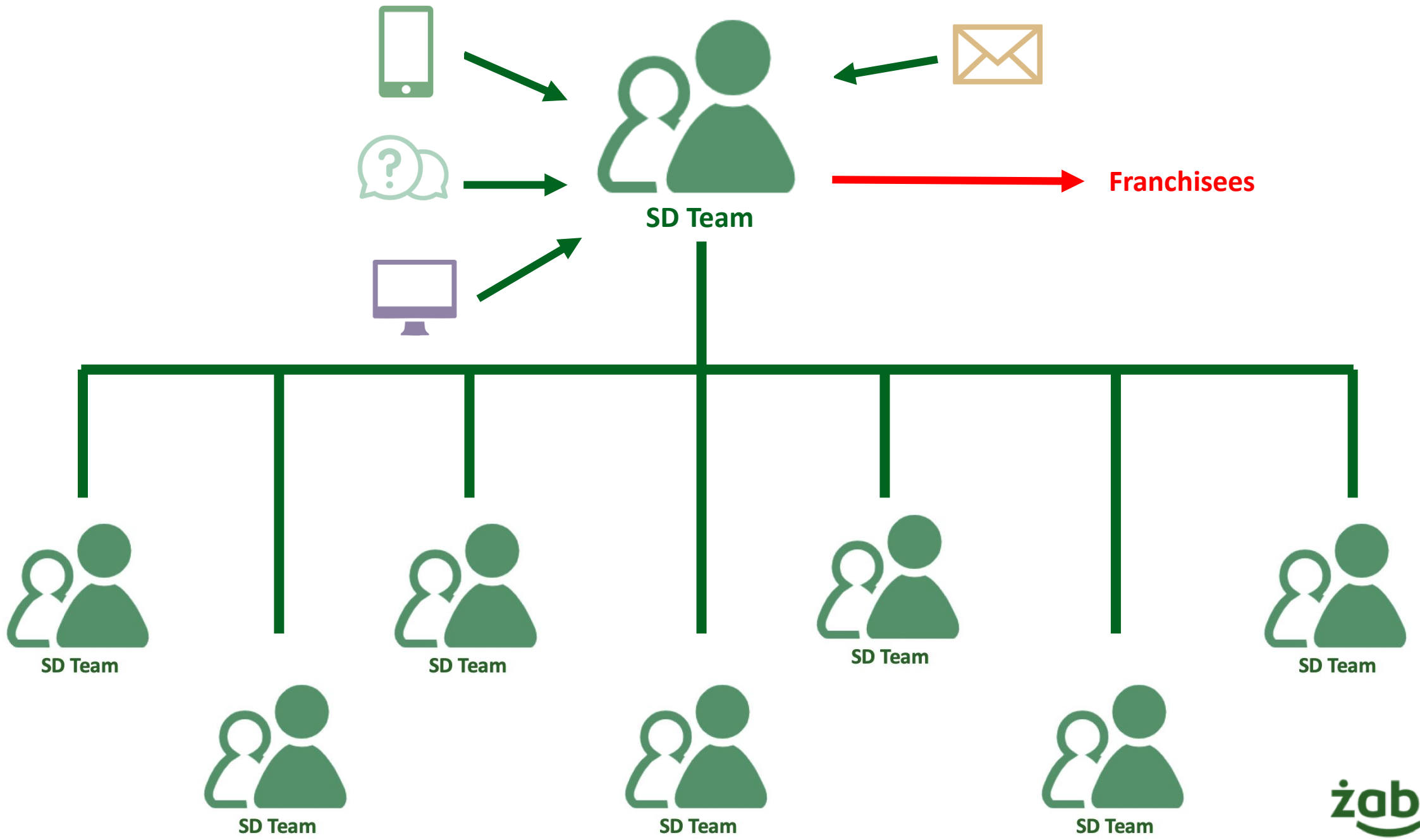


# How it works now?

- issue is created on 1st line project and in most cases resolved
- in other cases – SD team member create issue to other support team
- issues are synced via IssueSYNC (comments, statuses, fields, attachments)
- communication only from 1st line project!

# How it will work?

- remove all issue sources from every SD project besides 1st line SD project





# Conclusions

- changes as a small steps
- create project's standards and keep it in all projects
- be sure that issue sources are configured correctly (e.g. mail handlers)
- define what you want to synchronize between issues (create standards in IssueSYNC)
- continuous learning of the company

# Q&A

**Thanks! 😊**