psc_ **TRANSITION** TECHNOLOGIES

aws partner network

_Jira Service Management

Management

Call Center

Jira Service Management

Amazon Connect

_Comprehensive solution for Service Teams

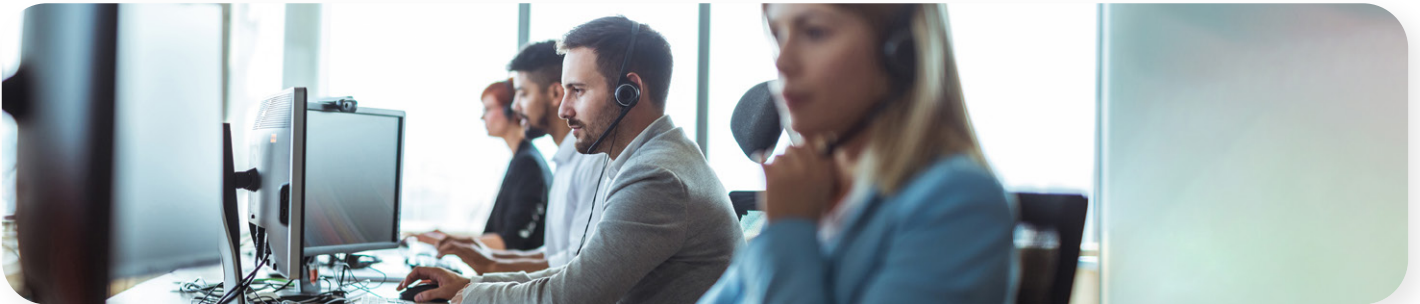Telephone call handling

Intuitive Customer Portal

Knowledge base

Templates of messages
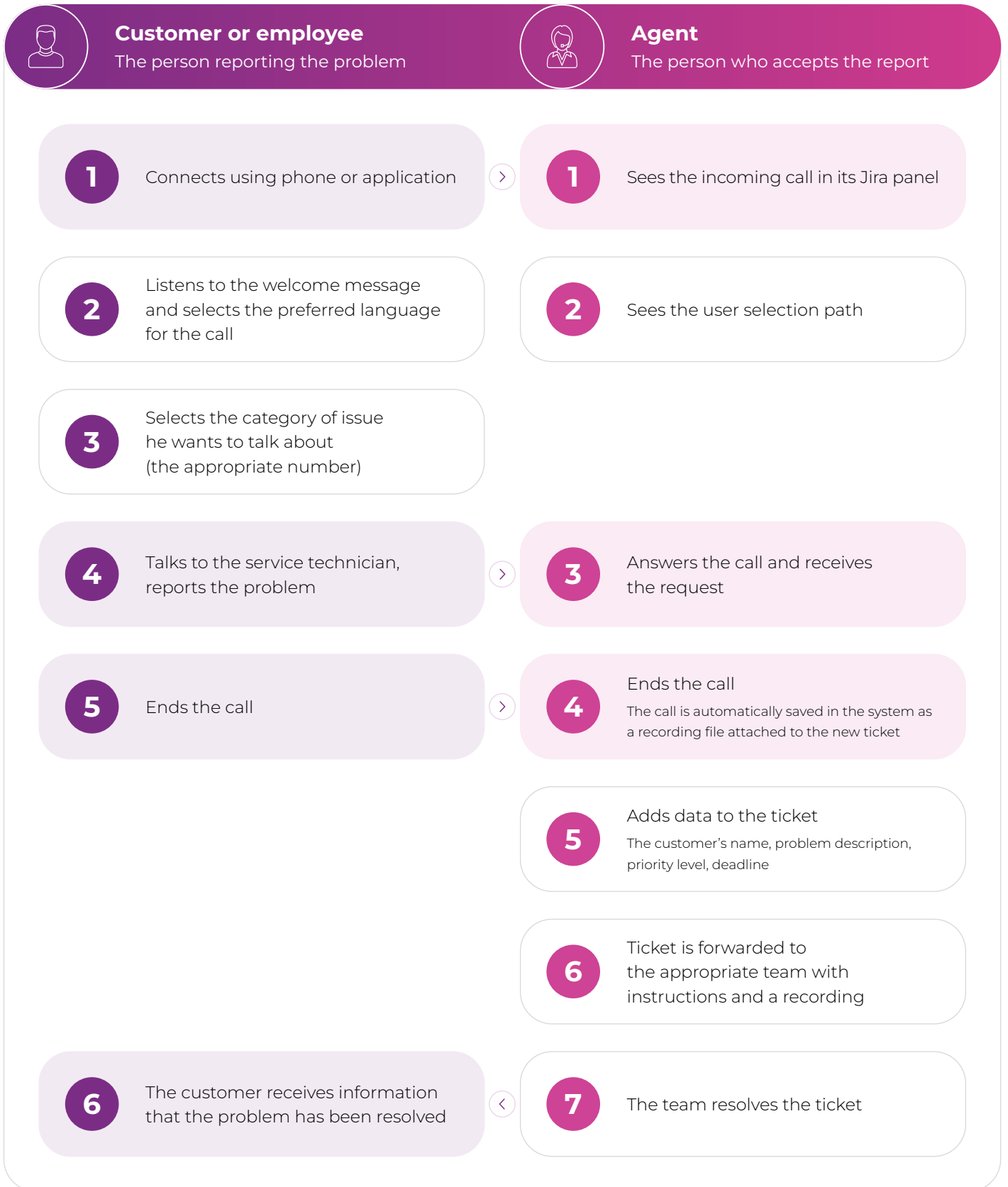to customers

Advanced request
management system

> ❝ *Integrate Jira Service Management with AWS Connect and handle calls inside a unified environment.*
>
> *Companies that previously had JSM for call handling and a separate call handling tool can reduce costs by moving call handling to an existing Jira instance.*
>
> **Piotr Tokarski**
> Business Unit Manager, Transition Technologies PSC

_Call center in Jira Service Management

Customer or employee The person reporting the problem	**Agent** The person who accepts the report

1 Connects using phone or application

1 Sees the incoming call in its Jira panel

2 Listens to the welcome message and selects the preferred language for the call

2 Sees the user selection path

3 Selects the category of issue he wants to talk about (the appropriate number)

4 Talks to the service technician, reports the problem

3 Answers the call and receives the request

5 Ends the call

4 Ends the call
The call is automatically saved in the system as a recording file attached to the new ticket

5 Adds data to the ticket
The customer's name, problem description, priority level, deadline

6 Ticket is forwarded to the appropriate team with instructions and a recording

6 The customer receives information that the problem has been resolved

7 The team resolves the ticket

- Access to the platform also via mobile devices.
- Clear messages and various ways to contact service agents (sending a request, chat bot or phone call).
- Possibility to assess the quality of service.

- Possibility of lodging a complaint.
- Feedback - no attempt to contact us will be ignored.
- System available in many different languages.
- User-friendly, simple interface.

_For who?

- Companies that already have a Jira Service Management instance and want to complement it with call handling.

- Companies that are looking for a comprehensive platform to manage requests and calls.

_Benefits

✓ A unified environment that supports a wide variety of processes.

✓ Functionality and level of expansion of the platform in accordance with the needs of the company.

✓ Possibility of extending the system with new processes or a higher number of users.

_About us

We are a **Platinum Partner of Atlassian**, the producer of Jira Service Management software and an official **AWS Partner**.

We have over **10 years of experience** in providing IT services and solutions to companies both in Poland and abroad.

Our company is a **team of 700 specialists** in various IT solutions.

The implementation will be conducted by **certified Atlassian and AWS experts**.

We offer comprehensive services!
Starting from analysis through implementation, maintenance and support.