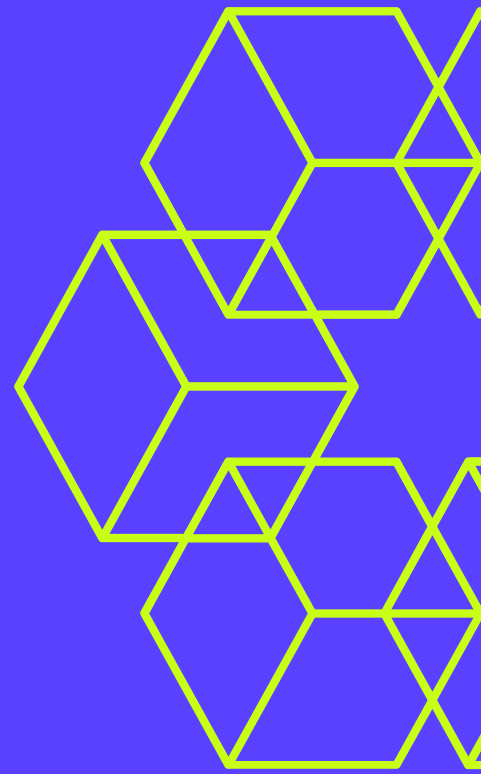




JIRA Service Desk Course Contents



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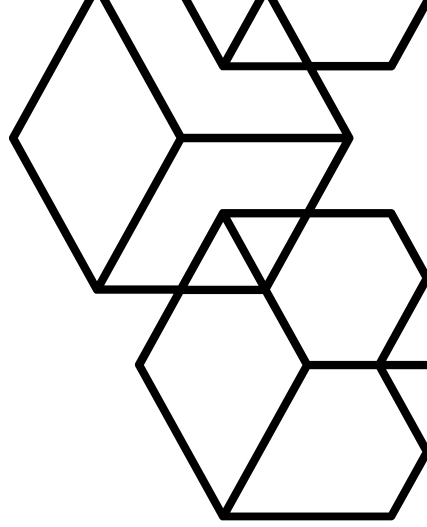
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CHAPTER 1 : INTRODUCTION TO JIRA SERVICE DESK

- Overview of JIRA Service Desk
- Benefits of using JIRA Service Desk
- Features of JIRA Service Desk

CHAPTER 2 : SETTING UP JIRA SERVICE DESK

- Installing and configuring JIRA Service Desk
- Creating service desk projects
- Customizing service desk portals



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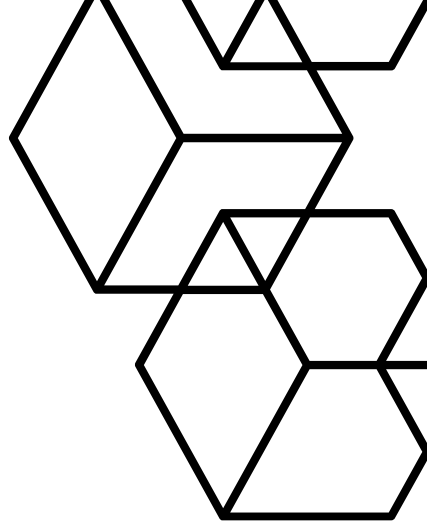
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CHAPTER 3 : USERS AND GROUPS

- Managing users and groups
- Implementing customer permissions
- Service desk roles

CHAPTER 4 : WORKING WITH REQUESTS

- Creating and managing requests
- Ticket navigation and overview
- Ticket management workflows



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CHAPTER 5 : AUTOMATION WITH JIRA

- Creating automation rules
- Using automation to streamline workflows
- Managing automation with JIRA

CHAPTER 6 : ADVANCED JIRA SERVICE DESK

- Integrating JIRA Service Desk with external systems
- Reporting and metrics for JIRA Service Desk
- Extending JIRA Service Desk functionality

