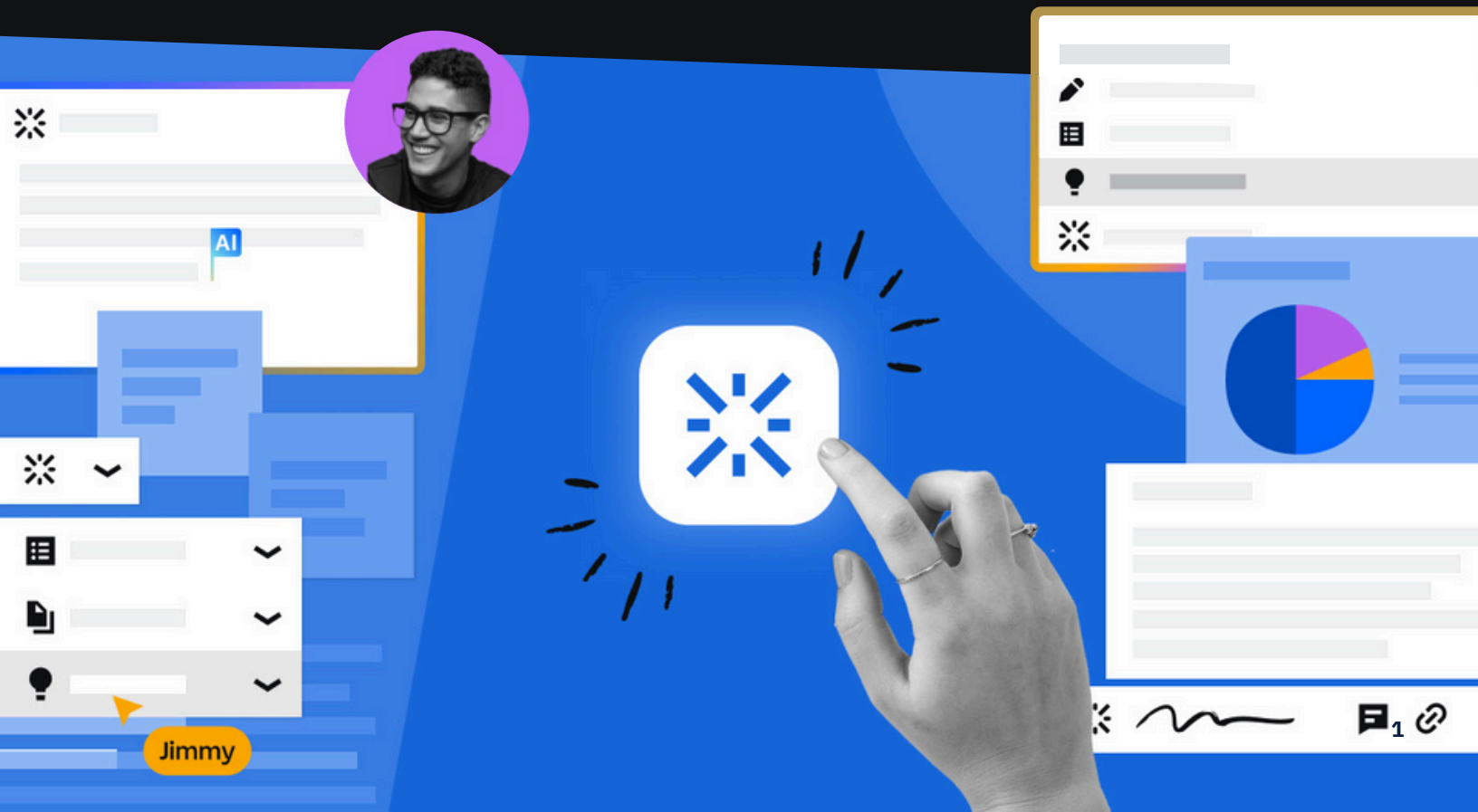# Using AI to transform every team in your organisation

Here are the most recent highlights of what Atlassian Intelligence, and Atlassian's cutting-edge AI advancements, can do for all of your teams.

In 2023, Atlassian launched Atlassian Intelligence, a powerful teamwork enhancement tool hosted on its premium and enterprise-level cloud platforms. Following Atlassian's mission to "unleash the potential of every team," Atlassian Intelligence leverages an ethical AI model to accelerate an organisation's present capabilities. With human-AI collaboration, users can offload tedious, repetitive tasks to focus on their actual skill set and execute more impactful work.
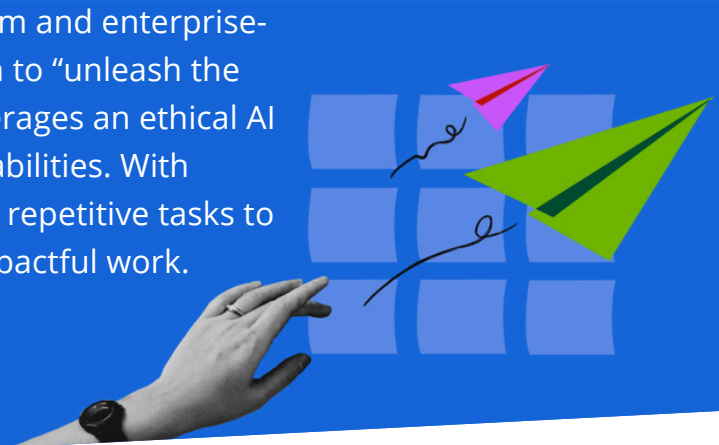
Atlassian Intelligence seeks to unleash the potential of every team by:

🔗 The integration of AI in productivity applications

☑️ The adoption of AI across organisations to increase what they can achieve

⚙️ Game-changing innovations

Teams have been using Atlassian Intelligence to:

👤➕ Accelerate individual productivity

👥 Augment teams capabilities

🔒 Unlock organisational data

Throughout this guide, we'll explore the transformative power of AI-human collaboration by looking at the latest features in Atlassian Intelligence: from natural language to JQL processing, virtual agents to AI summaries, generative AI in the editor, and much more.

Atlassian Intelligence in action

Currently, Atlassian customers leveraging Atlassian Intelligence report saving over 45 minutes per week on average. Nearly 80% of users report noticeable time savings with AI search functionalities. This translates into compoundable savings that teams can use for more proactive and strategic work to move their organisations forward.

For instance, FanDuel, a driving force in the multibillion-dollar gaming industry, used Atlassian intelligence to cut support tickets that require human intervention by 85%. Hi-fi audio powerhouse SONOS reports that through Atlassian Intelligence, it has been able to streamline documentation and cut review time, leading to a notable boost in project efficiency. By recouping time from tedious tasks, teams can focus on handling specialty tickets and improving their service delivery.
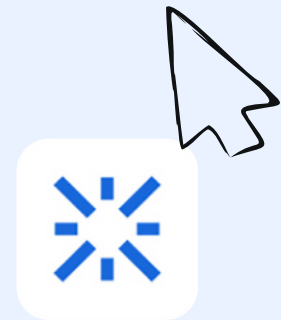
Accelerating teams securely

To consistently achieve these results, Atlassian Intelligence integrates product-level enablement, security controls, and usage monitoring. Admins have a number of controls at their fingertips that let AI only pull data from what is granted across your organisation. Therefore, teams can only access what they need – nothing confidential.

AI might seem like a controversial bussword at the moment. However, Atlassian Intelligence is designed with its **responsible tech principles** in mind. This reflects Atlassian's commitment to its customers, partners, and community, and it's never treated as an afterthought.
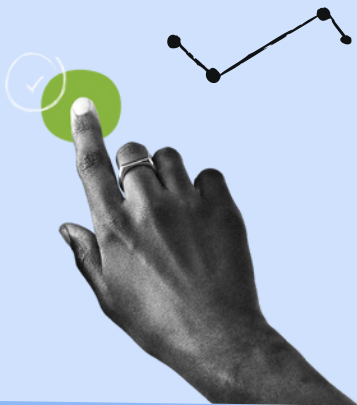
Atlassian Intelligence experiences

Integrated throughout the Atlassian Cloud platform and built into Atlassian's common data model, the teamwork graph, Atlassian Intelligence connects teams across the company's suite, including SaaS apps.

The following features – some live and some coming soon – showcase how Atlassian Cloud users can harness the power of human-AI collaboration to improve teams' day-to-day work, expedite service delivery, and free up time for innovation.

GENERATIVE AI IN EDITOR

In a world where individuals are expected to achieve more with less, Atlassian's generative AI editor helps improve users' writing with helpful suggestions. In the writing prompt, users will soon be able to reference content from other Confluence pages or tickets, allowing the AI to pull context for an accurate suggestion.

Available in Jira, Jira Service Management, Bitbucket, and Trello, and coming soon to Jira Product Discovery, this feature allows teams to quickly write poll requests, summaries, release notes, and other documentation directly from the apps.
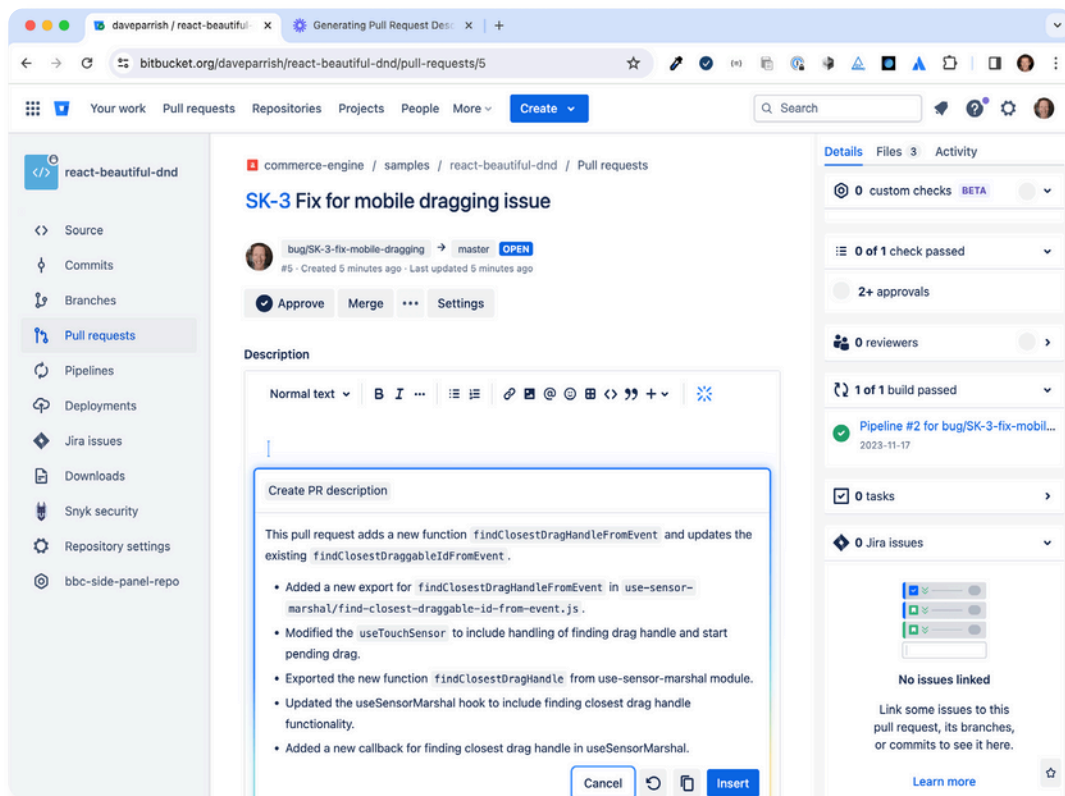
AI SUMMARIES AND PAGE CATCH-UP

Get the latest context of work in-flight on any Confluence page. Understand the latest changes, action items, and relevant comments. No one gets excited about a Conference page that has a read time of 20 minutes, but with an AI-generated summary, it's no longer so daunting. AI summaries are also available in Jira and Jira Service Management to summarise comment history and descriptions on issues to bring stakeholders up to speed quickly.
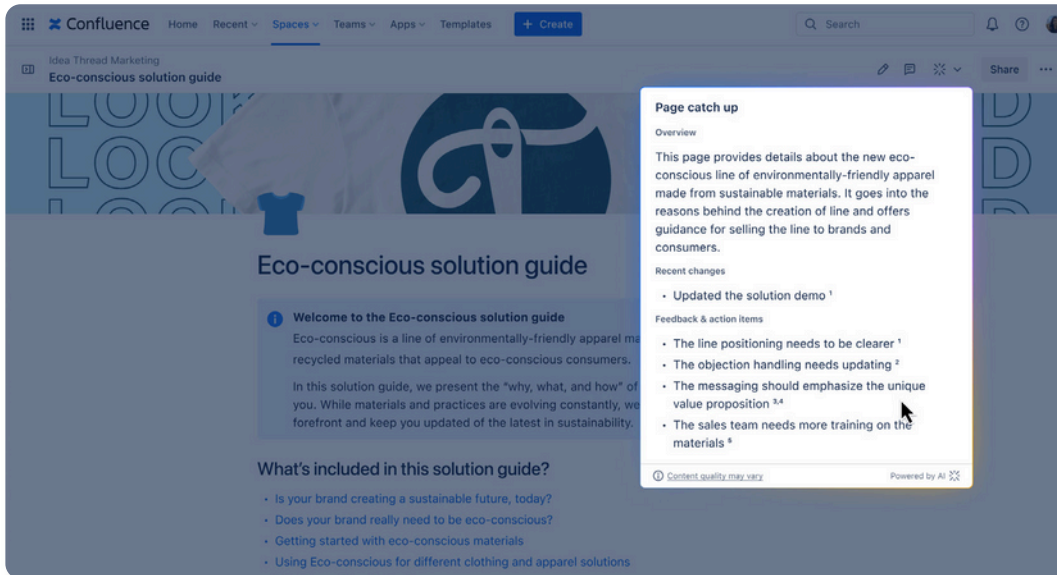
AI SUMMARIES IN SMART LINKS

With AI Summaries in Smart Links, users can summarise assets by simply hovering their cursor over the link. Even links to Google Docs can be summarised in a small hoverable window. This helps setup projects faster from project managers to marketing managers, content leads, and more.
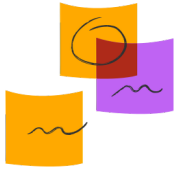

Send an email with an AI-generated summary and action items when a meeting notes page is published

Create an issue with an AI-generated summary and action items when a requirements page is published

AI WORK BREAKDOWN (BETA)

One of the biggest time sinks in planning is breaking down an epic or project into multiple work items. With AI Work Breakdown, users can do this at the press of a button. It will review the description along with linked Confluence pages for context and then suggest relevant child issues. You can refine these suggestions as needed and then create them with a click.
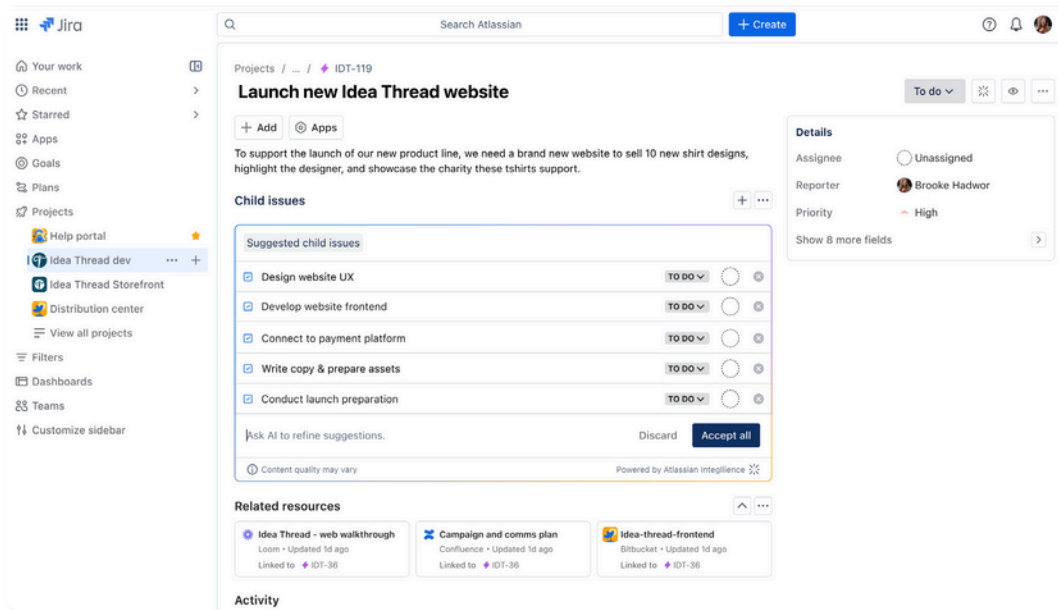
COMING SOON:
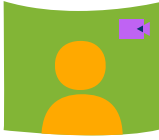
LOOM AI WORKFLOWS

AI IN WHITEBOARDS

## AI CONTENT TRANSFORMATION

## AI ISSUE REFORMATTER

AI-RELATED RESOURCES

VIRTUAL AGENT

Today's service teams often find themselves bogged down with backlogs of repetitive tickets, many of which could be solved with existing documentation. Drowning in tickets means teams have less time dedicated to critical tickets that require a personal touch. Virtual Agent helps teams free up time from these tedious tasks by automating responses to frequently asked questions and comments.
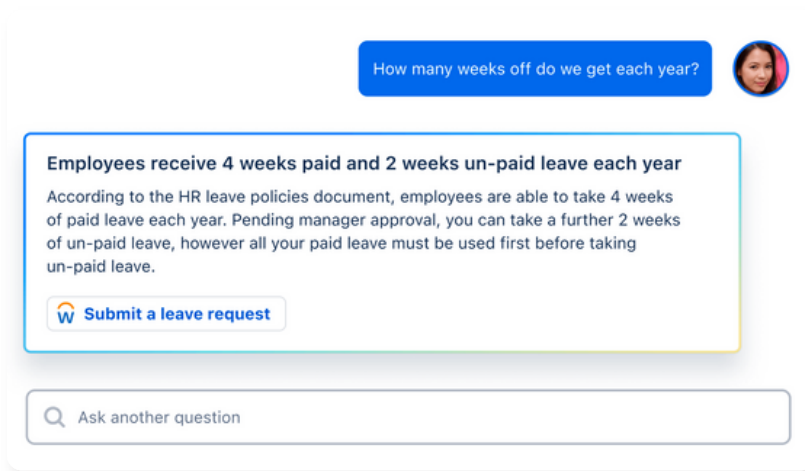
VIRTUAL AGENT INTENT
# (AVAILABLE IN SLACK AND IN BETA FOR HELP CENTER)

Free up agent time to focus on more meaningful work by deflecting repetitive tasks to be handled by AI through custom-built conversational flows. AI answers also assists support teams by using Atlassian Intelligence's generative AI capabilities to generate a response for help-seekers by scanning across your knowledge base.
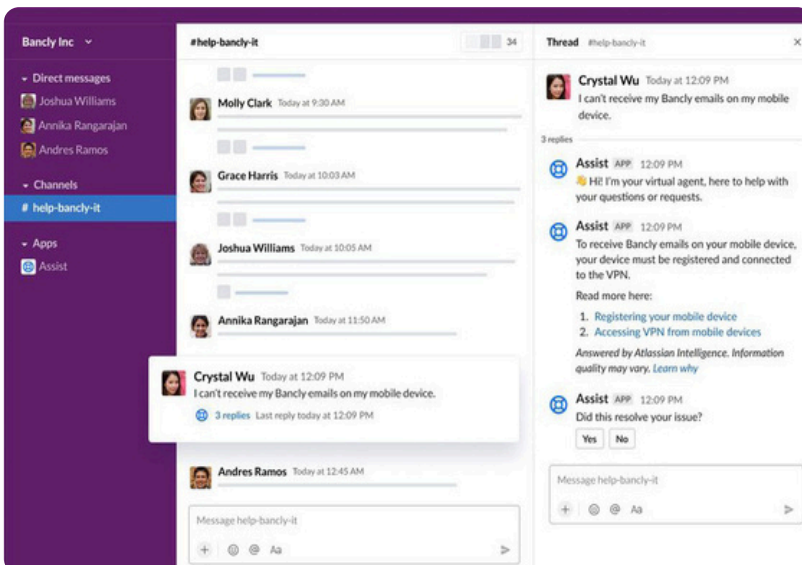
Unlock organisational change

JIRA SERVICE MANAGEMENT: AIOPS
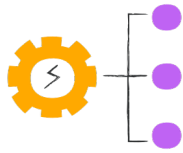
Being on on-call duty can be tough, especially when you're woken up to a barrage of alerts. With AIOps, you can accelerate incident detection with AI-powered alert grouping and prevent future incidents with intelligent Post Incident Reviews (PIRs). Easily empower operations teams to streamline workflows and better detect, resolve, and prevent incidents with the help of AI.
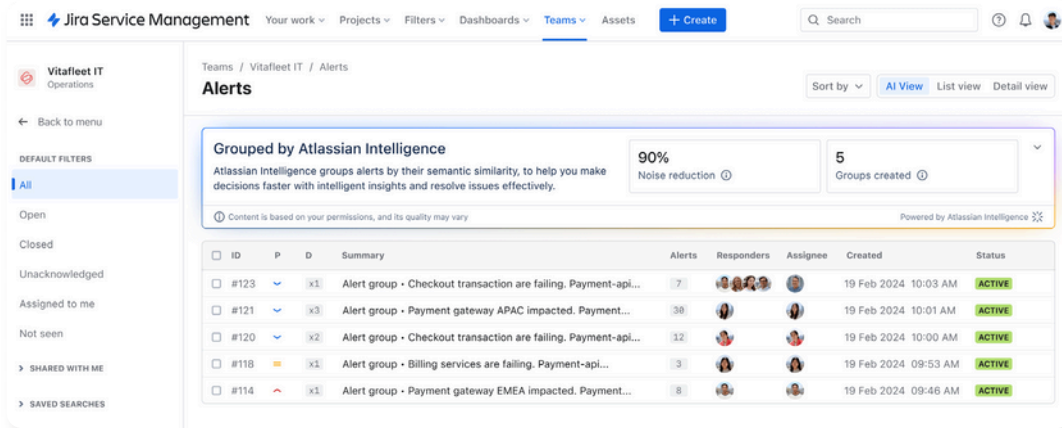
AI-POWERED CHART INSIGHTS
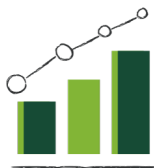
One way to empower teams is to make data-driven insights more accessible. With AI-powered chart insights, teams can review Atlassian Analytics dashboards and, at a click of a button, receive a quick summary, commentary on trends, and suggestions to make data more actionable.
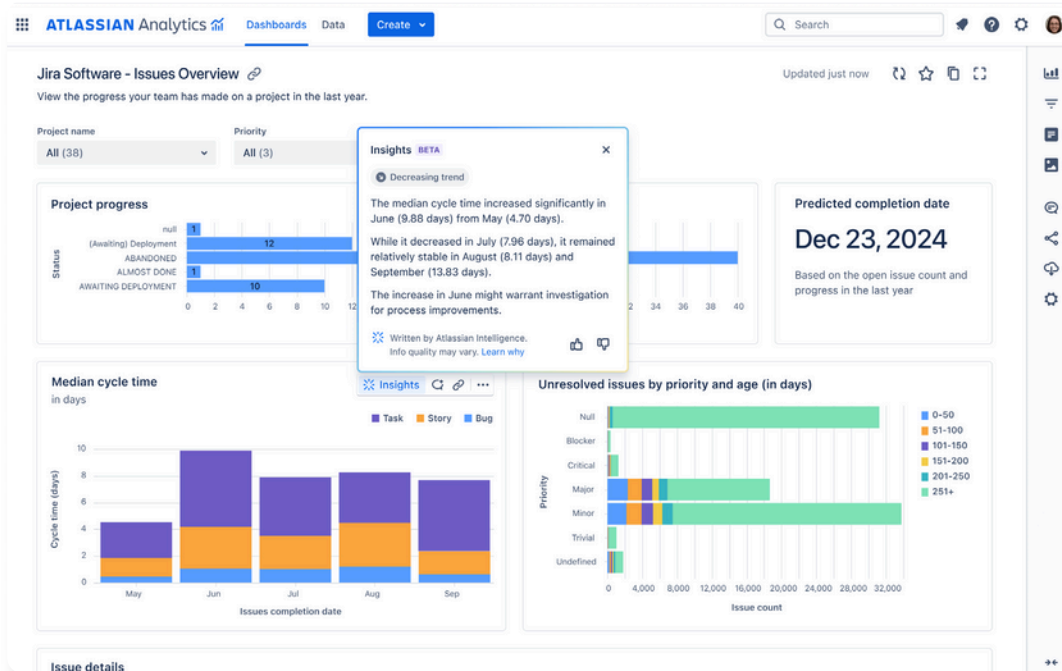
The importance of search

When you search for information, such as a new recipe or who played drums on your favorite album, it's pretty easy to access that data through your daily online browser. Unfortunately, finding assets across an enterprise, such as a critical spreadsheet or the latest version of a design, is usually a different story.

According to Gartner, 47% of workers report struggling to find the right assets needed to do their jobs. This isn't on them either, this same study found that most large-scale organisations possess more than 20 billion pieces of information spread across an average of over 200 applications or information silos.
To complicate matters further, most teams have a different set of permissions, which means they are receiving inconsistent results. This compounds an unexpected time sink for teams just trying to get up and running.
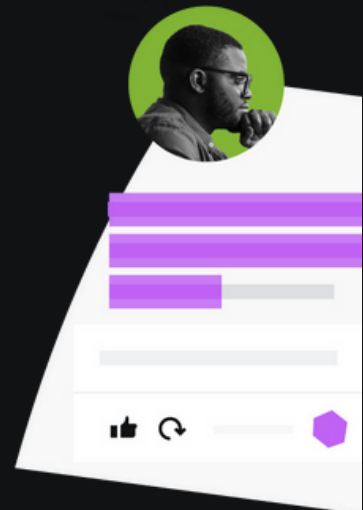
Rovo addresses this by improving search quality, offering personalised results, and suggesting helpful terms during the typing process. Today, nearly 25% more searches are answered in the very first search position compared to just six months ago

By introducing a unified search with the ability to find content across the Atlassian ecosystem, users now get personalised results based on recent searches and accessed documents – and when they're searching for something new, it suggests helpful terms during the typing process.

Introducing: Rovo

Built on Atlassian's teamwork graph, Rovo pulls data across Atlassian tools and compatible SaaS apps, offering teams a full picture of their organisation's goals, knowledge, teams, and work statuses.

By investing in cutting-edge search technologies, including semantic search and indexing, Rovo understands the intent of the searcher's words as they're being typed. Rovo also understands that search is not a siloed operation, allowing the user to search for assets in Confluence while also reviewing relevant Jira tickets or information from other tools concurrently.

Find

By using Rovo to search for data across your organisation, users can receive the most relevant results across all compatible tools and SaaS apps.

Learn

Sometimes, it takes a lot of questions to get the full picture. By interacting with Rovo Chat, users can get connected to the right teams and uncover critical insights.

Action

Through Rovo Agents, teams can understand complex tasks by receiving action suggestions from out-of-the-box or customised AI-powered agents agents.

The future of human-AI collaboration

Empowering teams involves reducing mundane, repetitive tasks. Atlassian Intelligence isn't designed to replace workers, it's here to buy them more time to innovate. From expedited searches and data-driven insights to content summaries and writing style suggestions, Atlassian is committed to accelerating the productivity and creativity of all teams.

Visit **Atlassian Intelligence** to discover features and experiences that can ease your employees' workloads and help promote innovation and data-driven decision-making across your enterprise. Great strategy is a must, but velocity is pivotal to staying competitive in the modern economy.

Are you looking to transform your team's capabilities and organisation with AI?

Contact us today. We can help modernise your workflow and provide successful implementation, integrations, training and more!

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