ATLASSIAN | Life in Codes

Guide to Atlassian Intelligence



Artificial intelligence (AI) is driving a seismic transformation that's changing the way we work. According to McKinsey, artificial intelligence is used by 56% of companies worldwide, a number that should keep growing. So what happens when you combine AI with products and solutions from a provider that believes teams are at the heart of humanity's greatest achievements?

Atlassian's collaboration tools and practices help over 250,000 customers tackle tasks big and small, from space missions to climate change, from bugs in code to equipment requests.

Now, Atlassian users can access Atlassian Intelligence - a virtual teammate integrated throughout Atlassian's cloud products, helping your organization to work more effectively.

What can you do with Atlassian Intelligence?

In December 2023, Atlassian launched general availability (GA) of Atlassian Intelligence, leveraging artificial intelligence that is now layered in across cloud products Confluence, Bitbucket, Jira Software, Jira Service Management, Trello, Atlas, Atlassian Analytics.

Atlassian Intelligence capabilities not only empower teams by boosting individual productivity; they also harness organizational data to make insights immediately accessible, and leverage those insights to simplify data-driven decision-making across products to enhance the productivity of your team.

FOR EXAMPLE:

- In Confluence, your team can use Atlassian Intelligence to generate new content or edit the tone of their writing, summarize the main points, or ask where to find information.
- In Jira Software, you can summarize issue details, and in Jira Service Management, you can summarize issue details and suggest request types.
- You can generate SQL queries in Analytics, or search, summarize and transform content from Trello to Jira.

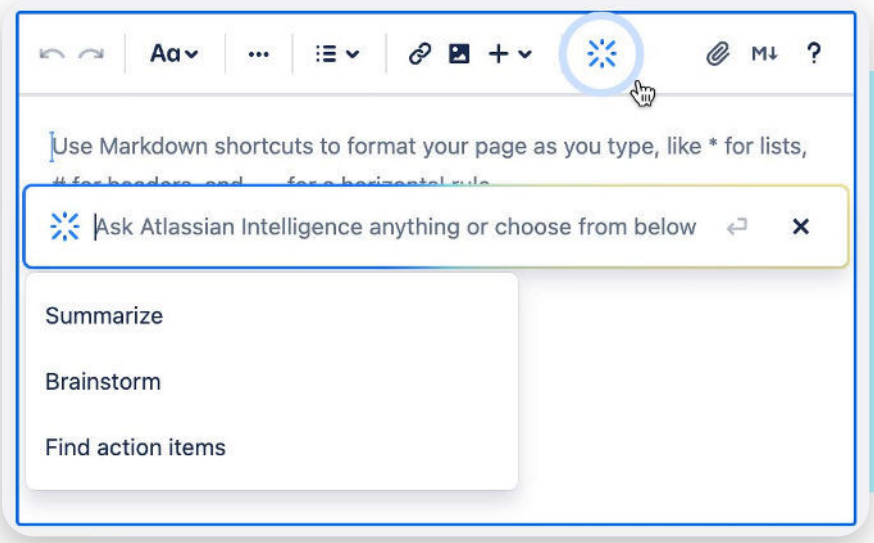
Let's take a deeper look at how the complete, and rapidly evolving, features of Atlassian Intelligence will unlock productivity for your organization.

Accelerate individual productivity

With Atlassian Intelligence, team members can draft pages of business-critical content in seconds, automate routine tasks by simply asking in plain natural language, and summarize long-winded content instantly. Atlassian Intelligence leverages the unique information in Jira and Confluence, so the help is always relevant to each organization and individual. Now, everyone can do their best work – with speed, efficiency, and excellence.

- **Generative AI in Editor:** Instantly create user stories within Jira Software tickets, change the tone on a customer response within Jira Service Management from factual to empathetic, or generate a starting point for test plan in Confluence.
- **AI powered summaries:** Get up to speed on any topic or project faster with AI generated summaries of Confluence pages AND quickly resolve incidents with issue summaries in Jira Service Management.
- **Natural Language Automation:** Eliminate busywork by automating any action quickly using natural language in Confluence. Coming soon to Jira Software.
- **AI definitions BETA:** Demystify company-specific concepts, jargon, or acronyms on the spot with Atlassian Intelligence in Confluence. Coming soon to Jira Software and Jira Service Management.

> In my day-to-day work, Atlassian Intelligence acts as a virtual teammate that summarizes 5-page PIR reports into 5-sentence recaps for me, so I can get up to speed quickly ahead of monthly review meetings," said Group Chief Technology Officer Matthias Hansen, "It's already proven its worth by improving productivity across our product teams, with one manager sharing that he saved over 2 hours within the first week he used it.
>
> TEAM MEMBER
> DOMINO'S PIZZA ENTERPRISES LTD



GENERATE CONTENT WITH ATLASSIAN AI

- Generate release notes
- Write user stories
- Change the tone of a response
- Create TLDRs for team

Glean insights from organizational data

Atlassian Intelligence allows teams to gather actionable insights from data faster than ever before. Whether it's the ability to use natural language to construct complex JQL and SQL queries within Jira and Atlassian Analytics, teams can go from figuring it out to making data-driven decisions instantly. The open-by-default nature of Atlassian's products lets you leverage data from beyond Atlassian's toolset, leading to richer insights – while maintaining enterprise-grade permissions and security.

- **Natural Language to JQL:** Use natural language to easily and quickly find issues and their dependencies, even those requiring complex JQL queries in Jira Software or Jira Work Management.
- **Natural Language to SQL:** Expand access to robust insights in Atlassian Analytics beyond data science teams so every team member can ask questions and get insights into key business metrics like project execution trends, customer support velocity, or team health.
- **Q&A search in ConfluenceBETA:** Move beyond simple search results and find actionable information by asking questions about the status of projects, how-to information for key workflows, or need-to-know information such as HR policy and procedure from your vast organizational knowledge base. Now in beta in Confluence.
- **Q&A search in CompassBETA:** Ask questions in natural language about your technology stack to get specific answers about components and deployments, reducing time spent looking for information across a wide set of tools and micro-services.



USEFUL AI TERMINOLOGY

- **Artificial Intelligence (AI):** A field of computer science focused on creating systems to perform tasks that normally require human intelligence
- **Machine Learning (ML):** A subset of AI that involves AI algorithms that improve their performance through experience or data (i.e. "learn")
- **Generative AI:** A type of AI (and ML) system that creates new content, such as images, text, or music, based on patterns learned from existing data (ex. web data)
- **Large Language Model (LLM):** A type of generative AI focused on text as an input and output
- **ChatGPT:** Example of an LLM created by OpenAI
- **JQL:** Jira Query Language - an example of a complex programming language that ChatGPT and other LLMs are able to write

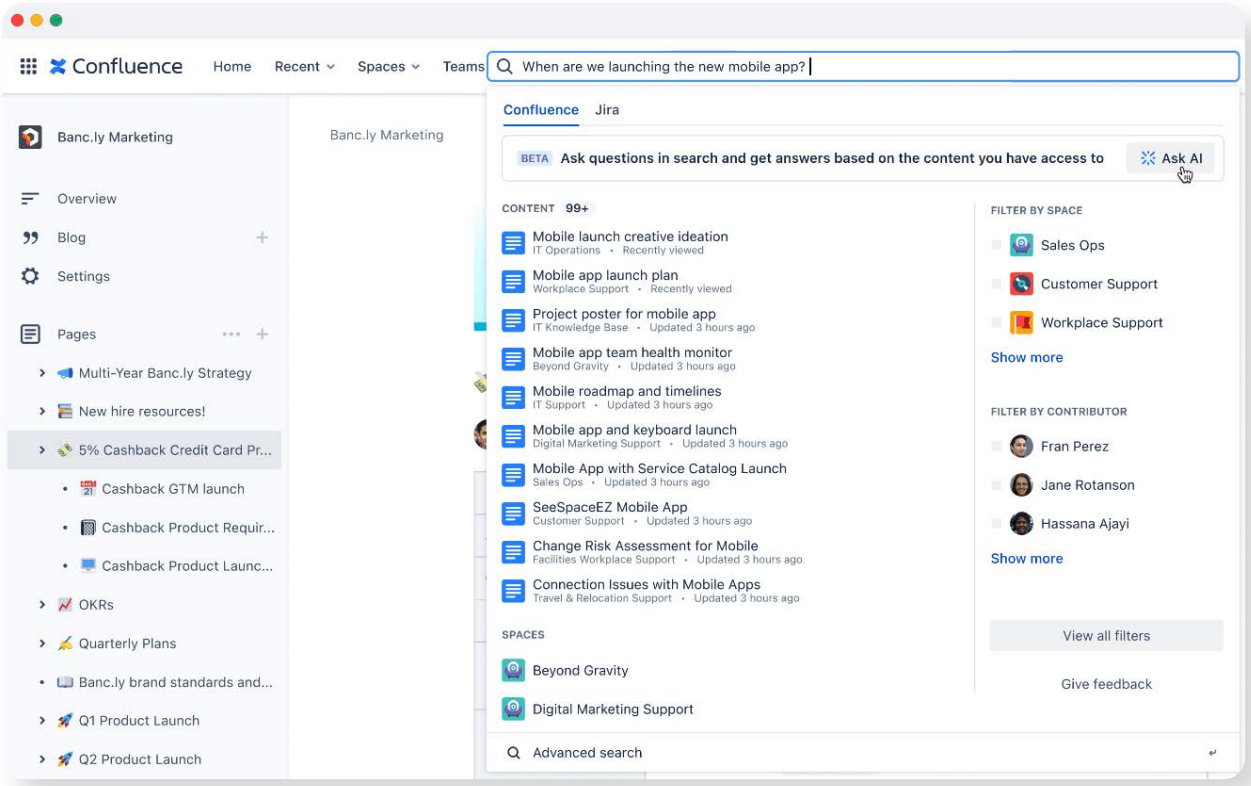
Use AI to drive action



In Jira Service Management, AI levels up employee and customer experiences with Jira Service Management. Virtual agent automates interactions, summarizes complex requests and generates responses to support requests in Slack or Teams based on your knowledge base. This powerful capability reduces agent workload and resolves requests faster while providing tailored answers to users and customers. In a world of remote work, distributed teams, and enterprises focused on deliver exceptional service supporting their employees and customers 24/7. This is just the first of many specialized AI assistant – or virtual teammate – that will help you and your team achieve more, faster.

Request type suggestions: Create any request type needed with a simple prompt in Jira Service Management. Request type suggestions allow any team to quickly get started with just a few words about their desired service project – whether they're a theme park capturing rollercoaster repair requests, a dog walker providing a menu of pet services, or something else **entirely.**

(Coming Soon) Bitbucket code review assistant: Atlassian Intelligence will review pull request diffs and leave comments automatically with suggested changes, so reviewers spend less time reviewing syntax and code conventions and more time reviewing critical changes. Software developers will also be able to auto-generate PR descriptions from commit messages, providing valuable context to the changes.



How Does It Work?

With more than 20 years of data reflecting how millions of software, IT, and business teams plan, track, and deliver work, Atlassian Intelligence has a unique understanding of teamwork.

Atlassian Intelligence provides your team with a new virtual teammate that deeply understands how they collaborate to accelerate work. Leveraging AI that has been developed through Atlassian's internal models and in collaboration with OpenAI, Atlassian Intelligence is built into the Atlassian platform, the common technology foundation across all cloud products.

Atlassian Intelligence uses the teamwork graph, which is unique to your teams' project or service work, to deliver results specific to the your organization's context.

The knowledge underpinning the teamwork graph is modeled on the two most common types of teamwork:

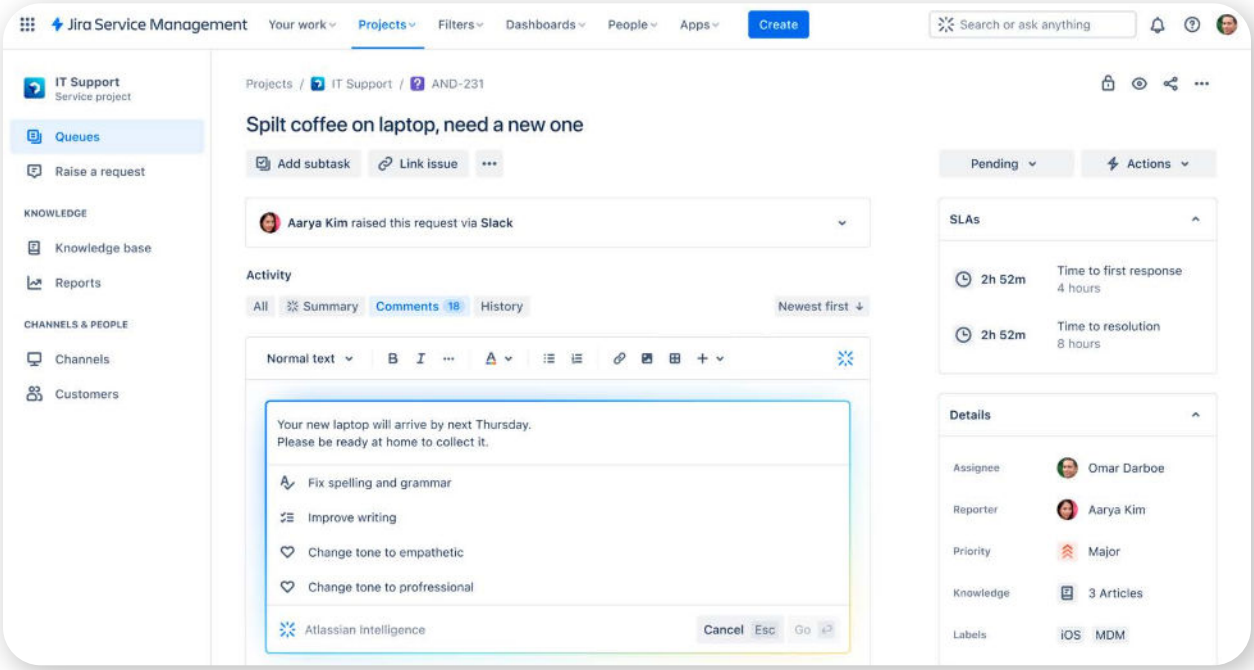
PRIVACY AND SECURITY

Atlassian's privacy and security standards and company values apply to Atlassian Intelligence.

Learn more at the Atlassian Trust Center

1. Service-based work: teams accepting incoming requests for help and using custom workflows and data to drive resolutions for employees and customers.
2. Project-based work: teams managing projects from concept to delivery with roadmaps, plans, tasks, goals, and documentation.

Using large language models, Atlassian Intelligence determines how teams at a given company work together and constructs a custom teamwork graph showing the types of work being done and the relationship between them. With the open approach of the Atlassian platform, the teamwork graph is also enriched with additional context and data from the third-party apps teams use.



Atlassian's Responsible Technology Principles

Atlassian's mission is to unleash the potential of every team. Atlassian's software products are meant to do just that: Fast-track collaboration and empower teams of all sizes, industries, and expertise. Technologies (and the data that power them) are a reflection of our societies, values and behaviours. Collectively, technology and its many participants are at a critical moment for new technologies like artificial intelligence (AI).

To uphold its own mission and values, Atlassian has created a set of principles used to guide its work in building new technologies like artificial intelligence. In sharing these principles with you, we invite you to use, collaborate and offer feedback on the same open source Responsible Technology framework it uses. You can share the **Responsible Technology Review Template** with your team, and review the principles here:



Open communication, no bullshit

Openness is foundational to Atlassian – one of our core values is **Open Company, No Bullshit.** It's important that anyone who wants to make the most of new technologies is equipped with the right information to do so.



Build for trust

Trust is at the heart of our work and our products: if someone doesn't trust our company, they won't use our products or want to work here. This extends to the technologies that underpin and power our products and our work.



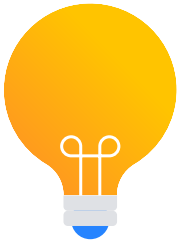
Accountability is a team sport

At Atlassian, we know a thing or two about collaboration and teamwork. Our products are powered by our own people, upon the foundational technologies that we use to deliver them – and, of course, by how our customers' teams choose to use them.



Empower all humans

At Atlassian, we want our company and our technologies to be open, inclusive, fair and just: to reflect the human-centric values and fundamental human rights that we all share. Our journey to build responsibly reflects this aim.



Unleash potential (not inequity)

We know that behind every great human achievement, there is a team. We also believe that new technologies can help empower those teams to achieve even more. If we use these technologies (like AI) responsibly and intentionally, then we can supercharge this vision and contribute to better outcomes across our communities.

What's Next?

As your organization grows, so does the institutional knowledge and terms used to describe projects, acronyms, and internal systems. Building a shared understanding of what all these things mean and who knows about them is incredibly hard.

Atlassian Intelligence provides shared context with an on-demand dictionary specific to your company, your teams, and their work. You can highlight a term and ask Atlassian Intelligence to explain it with the definition, source of information, internal subject matter experts, and how it connects to related work based on the teamwork graph.



> Atlassian Intelligence has helped us bring our DevOps practices into Slack to reduce context-switching. We leveraged the virtual agent to create an AI-powered Developer Assistant to streamline support for developers in Slack; this means they can get help without having to leave their favorite tools. Alongside AI answers and issue summaries, harnessing Atlassian Intelligence to reduce distractions has led to a boost in our developer experience.
>
> DEVELOPER TOOLING SPECIALIST
> MARTIN BRIGNALL

Learn how Atlassian Intelligence can help your organization.

Contact your Atlassian Solution Partner today.

Life in Codes

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