

## Managing Jira Service Projects Live Team Training

**Duration:** 8 hrs

**Course Objective:** A good service desk helps your service team resolve customer requests fast — and even helps customers self-service immediately. This live team training will get your team up to speed configuring and branding customer portals, creating queues and SLAs for service teams, using a linked knowledge base, adding participants, and automating service projects. There's also a variety of business use cases to understand best practices for each topic.

**Pre-Requisite:** If your team is solely responsible for setting up a Jira service project, **there are no prerequisite courses or experience needed.** But if they're also responsible for setting up Jira company-wide, they should have completed Jira Administration Part 1 ([Cloud](#) or [Data Center](#)) or have equivalent experience.

**Lab Details:** Free Trail of JIRA Cloud

### Topics Covered

Course Overview

Creating a Service Project

Requests and Queues

Configuring SLAs

Using a Confluence Knowledge Base

Customizing Your Email Channel and Customer Portal

Adding Participants to Your Service Project

Automating Your Service Project