

JSM space admin: Configure request types, queues, SLAs, and channels

OEM: Atlassian • Code: JSM_SPACE_ADMIN_CONFIGURE_REQUEST_TYPES_

COURSE DESCRIPTION

Deliver a well-configured service space — in this two-course series, an expert instructor will teach your team how to set up a service space that meets the needs of customers and support teams. This is the second course in the series.

AUDIENCE PROFILE

- This course is designed for beginner Jira Service Management space admins.

PREREQUISITES

- Before taking this course, your team should take "JSM space admin: Explore space settings and configure access" or have equivalent knowledge.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Build and configure request types
- Configure queues to help agents triage and prioritize incoming work
- Configure, customize, and monitor SLAs so teams can set service expectations and track performance
- Configure request channels
- Troubleshoot common email intake problems
- Customize and test customer notifications

COURSE OUTLINE

Module 1: Build request types and the portal

Module 2: Configure queues for agent triage

Module 3: Configure service-level agreements (SLAs)

