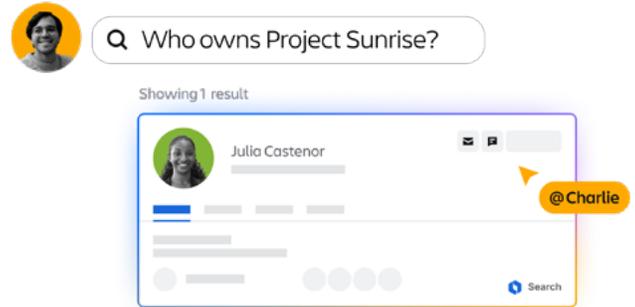


Rovo Product Guide

Key use cases across your organization



Introduction

Atlassian believes that GenAI will be revolutionary in unleashing the potential of all teams. In an age of accelerated work, every team member needs superpowers to help them cut through tedious tasks so they can prioritize meaningful work while allowing space for their own creativity.

Atlassian Rovo helps teams unlock organizational knowledge through powerful human-AI collaboration. With Rovo, your teams can:

- **Find:** Search across all your Atlassian Cloud data and tools, including all of your essential third-party SaaS apps and connected proprietary data sources to get contextual and relevant results within your Atlassian experience.
- **Learn:** Gain a deeper understanding of your company's knowledge through AI-driven insights, knowledge cards, and Rovo Chat for deeper data exploration.
- **Act:** Add specialized Rovo Agents to your workflows to handle time-consuming tasks, complete projects, and help solve complex problems.

By streamlining repetitive tasks, expediting complex multi-step processes, and facilitating faster decision-making, Rovo empowers teams to concentrate on the work that truly matters. In this guide, we will explore how Rovo can accelerate productivity across both technical and non-technical teams.

Rovo provides support for any team with any task

Did you know that **55% of knowledge workers find it hard to track down information** despite knowing a lot of people at their jobs? Imagine the bandwidth your teams could recoup if they weren't having to frustrate themselves looking for the information that could help them complete a task.

In the following use cases, you will learn how Rovo can deeply impact team productivity, from elevating developer experience to automating tedious onboarding tasks so managers can better serve their team's needs.

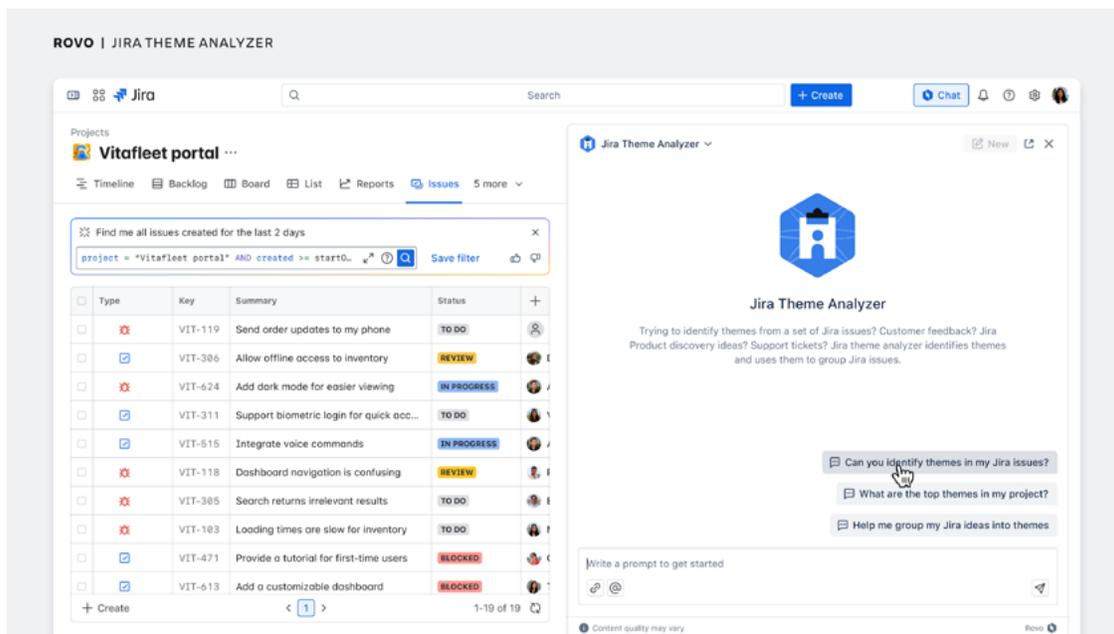
Engineers

Today, engineering and software teams are racing against the clock to create innovative products while managing deadline pressures.

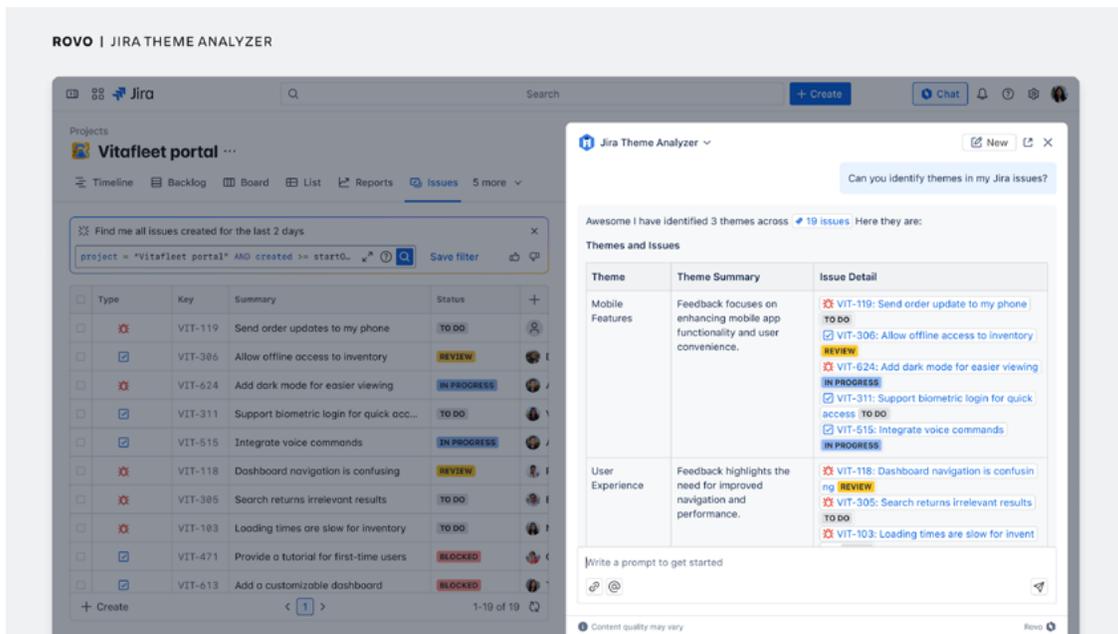
To deliver innovative products, teams spend considerable time organizing Jira issues into themes for better planning and decision-making. This process is especially challenging for team leaders, who review, analyze, and group each issue individually. Who has time for that?

Enter the **Jira Theme Analyzer**, a powerful out-of-the-box Rovo Agent that reduces the time spent analyzing issues from hours to seconds.

Below is a typical Jira view with many issues related to an upcoming project. Team leaders often spend countless hours organizing hundreds of issues into themes. Instead of this time sink, team leaders can now invoke the Rovo Agent to do the work.

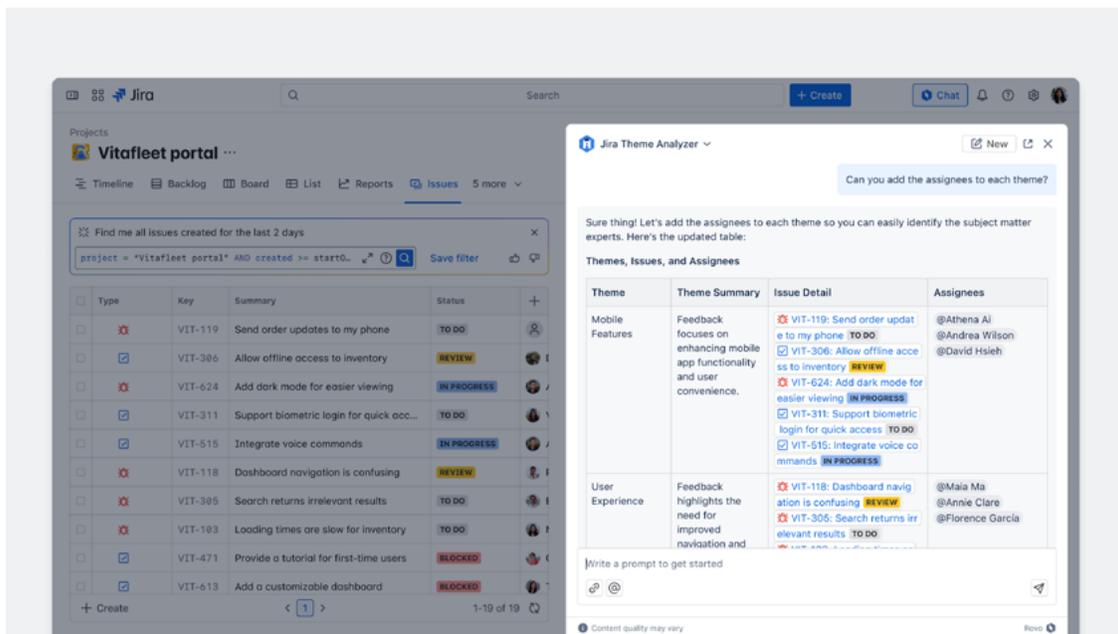


Teams can invoke the Jira Theme Analyzer Agent from Rovo Chat directly within Jira without switching context.



The team leader can ask the Agent to “analyze these issues and group them into themes”, and instantly, the Agent reads the details of all the issues and takes the appropriate next step.

The team leader can then collaborate directly with the Agent to customize the outcome. Imagine the relief of not having to manually assign owners to each category! Simply ask the Agent to implement assignments based on who worked on the issues, and voilà, it’s done.

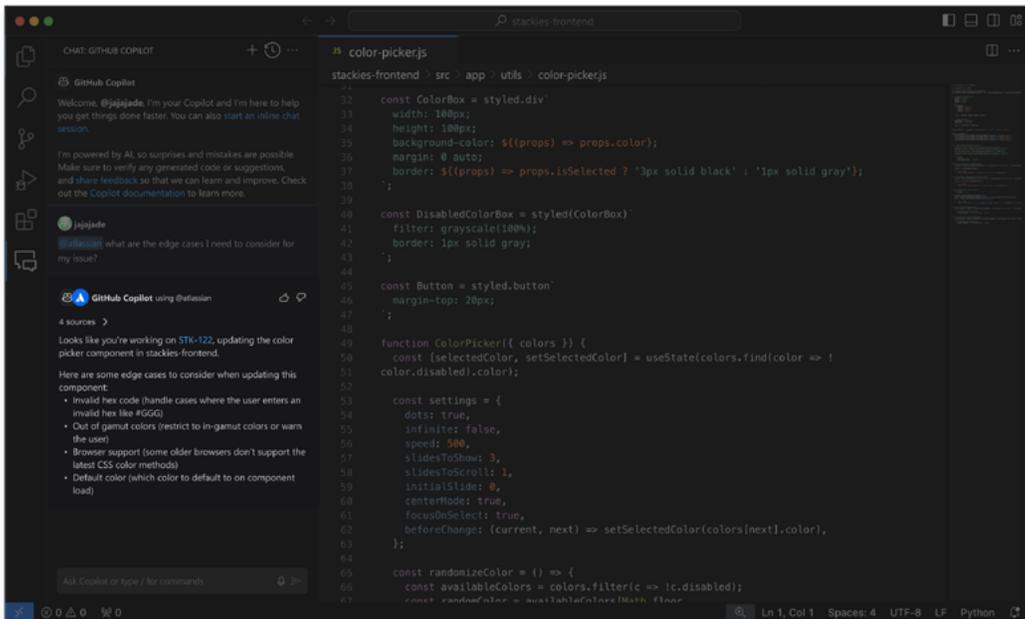


But what about the challenge of keeping your developers in the flow?

Developers often spend significant time searching for the information they need to do their jobs.

This typically requires switching between their IDE and tools like Jira or Confluence to get requirements, documentation, design specifications, and more.

Instead, with [Atlassian Rovo for GitHub Copilot](#), developers can ask Atlassian Intelligence relevant questions in-flow and receive answers without switching context—all based on your team’s knowledge in Jira and Confluence.



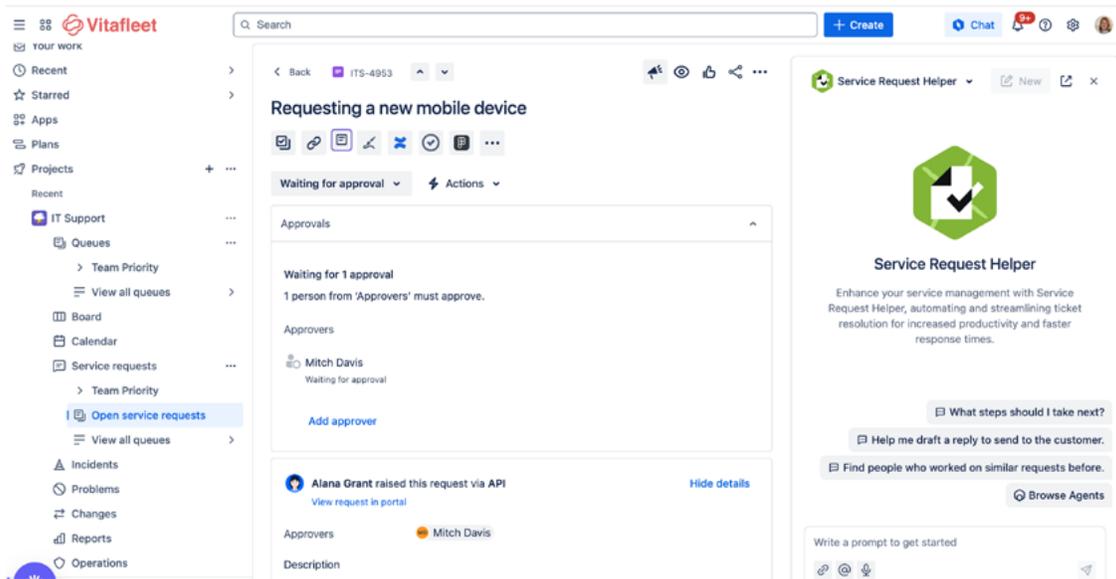
GitHub Copilot provides context-aware code suggestions that help engineers successfully identify and address edge cases, provide explanations of specific code, and provide company-specific design specifications aligned to their coding conventions.

IT Service Management

IT support teams often struggle with limited visibility across their infrastructure, causing delays in incident identification and resolution. This, in combination with high ticket volumes, can overwhelm support staff and impact service uptime and team satisfaction.

For example, if a support team member opens their ticket queue to a barrage of urgent service requests ranging in tone without the assistance of a virtual agent, their response time will be delayed as they will have to pull up previous relevant issues, find subject matter experts, and craft responses using appropriate wording.

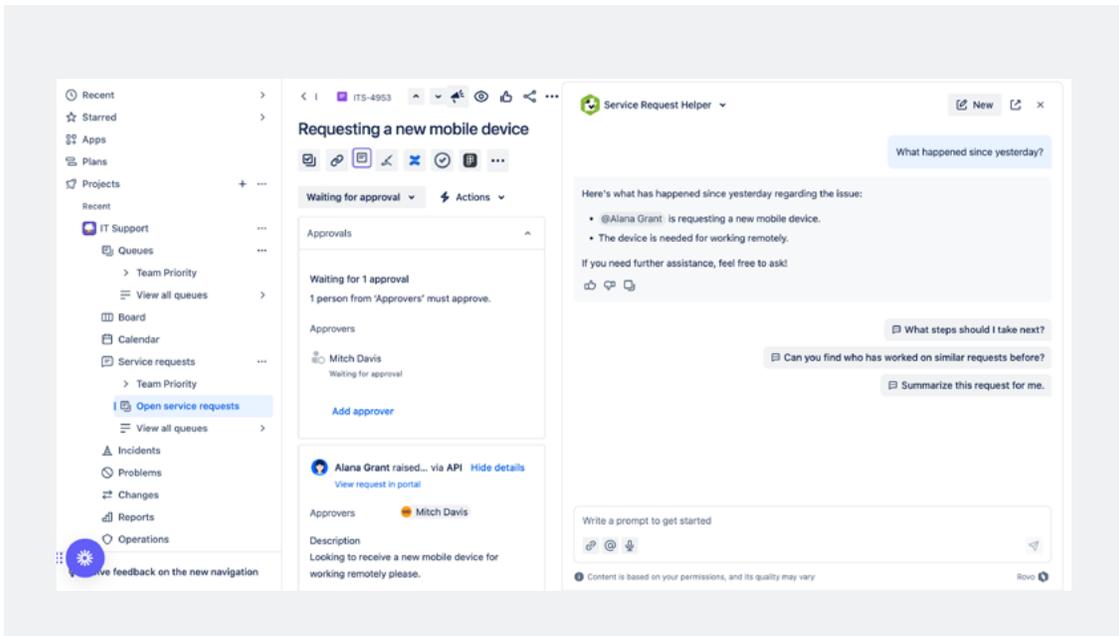
Instead, support teams can use the **Service Request Helper Rovo Agent**, designed specifically for IT support professionals, to speed up incident management and quickly triage issues. The Service Request Helper Agent finds similar issues for context, recommends teammates who can help, and helps generate tailored responses to elevate customer satisfaction.



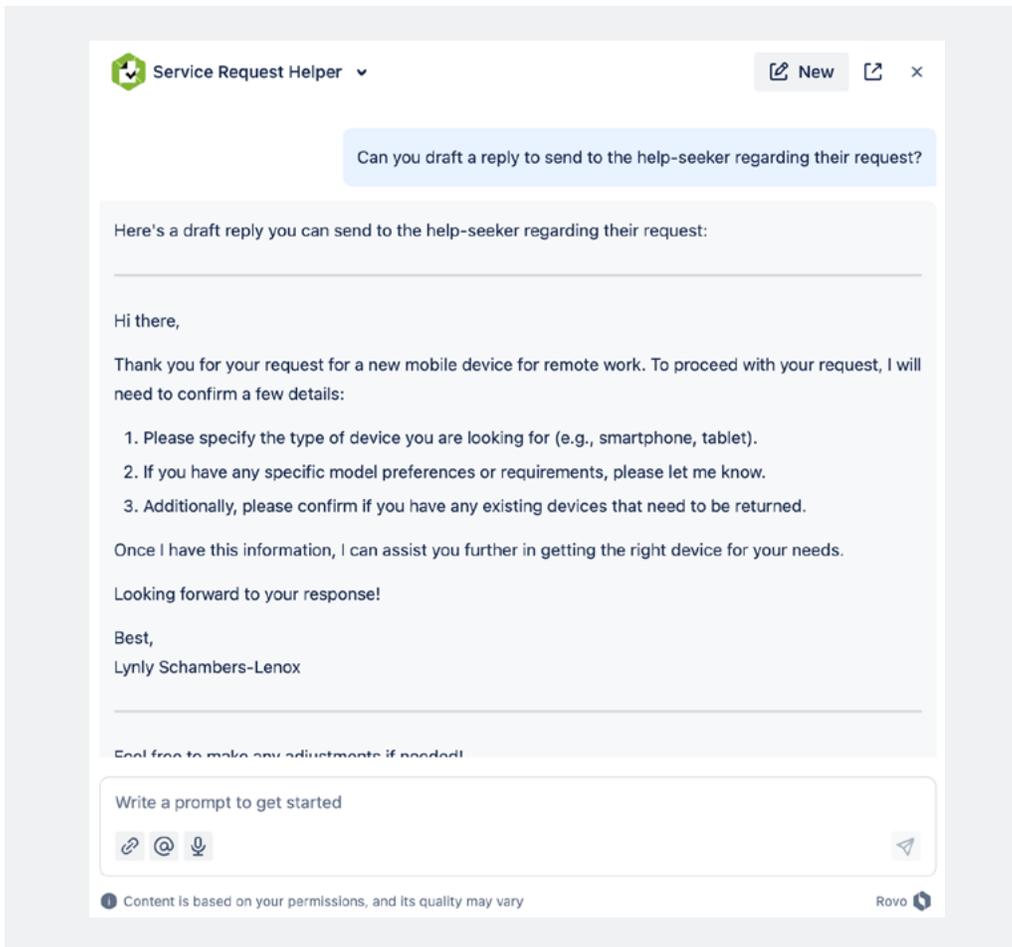
Handling a huge volume of tickets can be overwhelming for service team members. But with Rovo, support teams can effortlessly request an automated summary, quickly get up to speed, and receive guidance on the next steps.

With Rovo, a support team member can jump onto a ticket and rapidly get up to speed. For example, a new service team member can ask, “What happened overnight?” to get up to speed with any updates to the ticket. This empowers the human agent to interact with the ticket without having to read through a mountain of comments or ask their colleagues for an update on the status or next steps.

Team members can use Rovo to help create quick, spot-on responses based on content specific to their exact ticket. All that’s left for them to do is copy the draft, add a personal touch, and they’re off to tackle the next ticket with ease!



With Rovo, a new service team member can quickly get up to speed with any updates to a ticket.



Team members can use Rovo to help create quick, spot-on responses based on content specific to their exact ticket.

Team Leaders

Business leaders across all areas are tasked with doing more with less. Managers need to quickly get new employees up to speed on company culture and ensure they connect with their relevant counterparts. With Rovo Chat, managers can empower employees to successfully dive into their onboarding plan, ensuring they have all the right information at their fingertips and get up and running quickly.

New employees can easily ask Rovo Chat to provide more information about a team that a cross-functional partner is on, provide more details about a specific project, and even find a team's top projects. New hires can use Rovo to speed up their onboarding process, and it allows new hires to ask follow-up questions directly within their onboarding plan. With help from Rovo, onboarding is more seamless, and knowledge is more easily accessible.

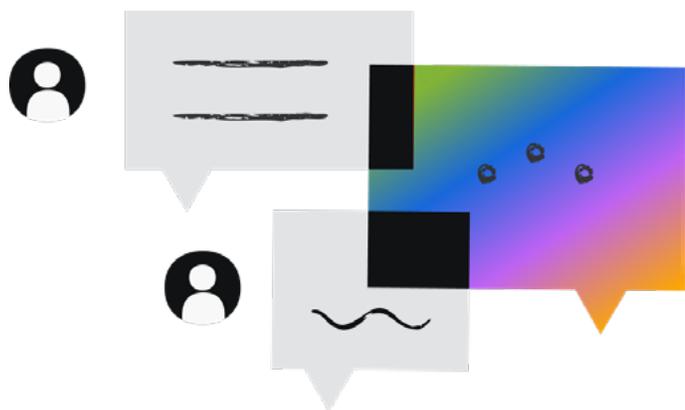
The faster an employee onboards, the faster they start delivering *value*.

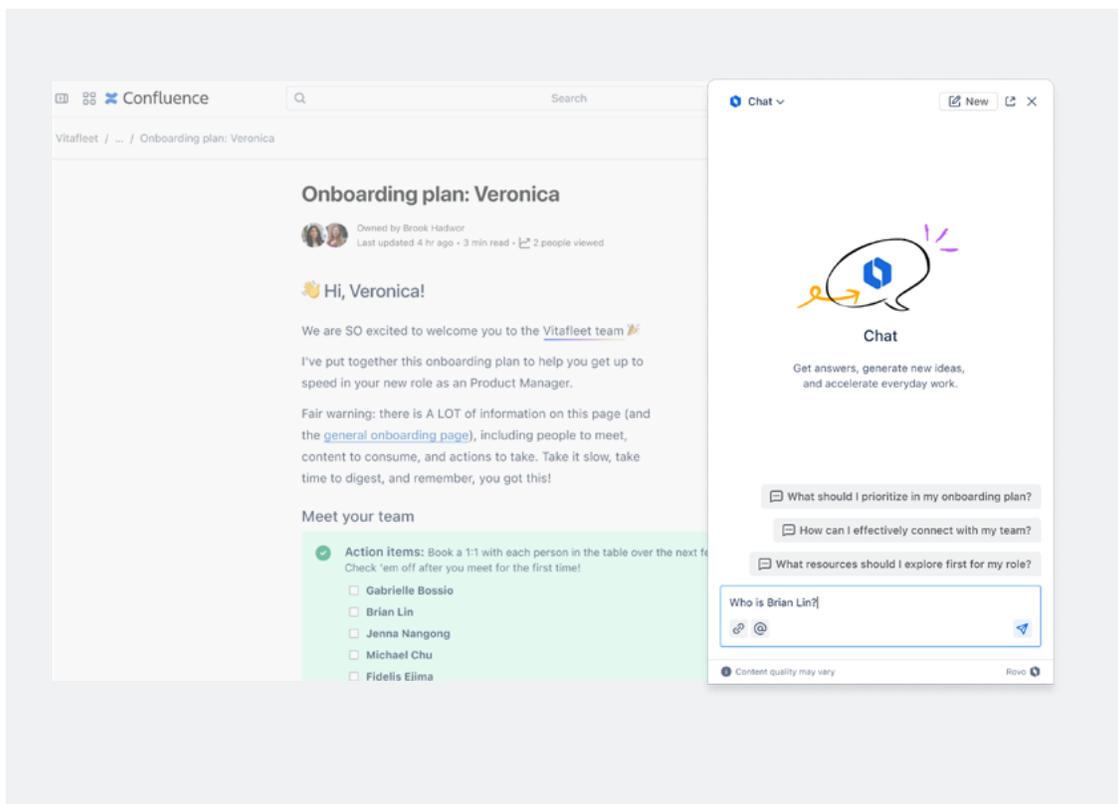
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Rovo Chat has been a **game-changer** in helping us locate the owners of services across our organisation.

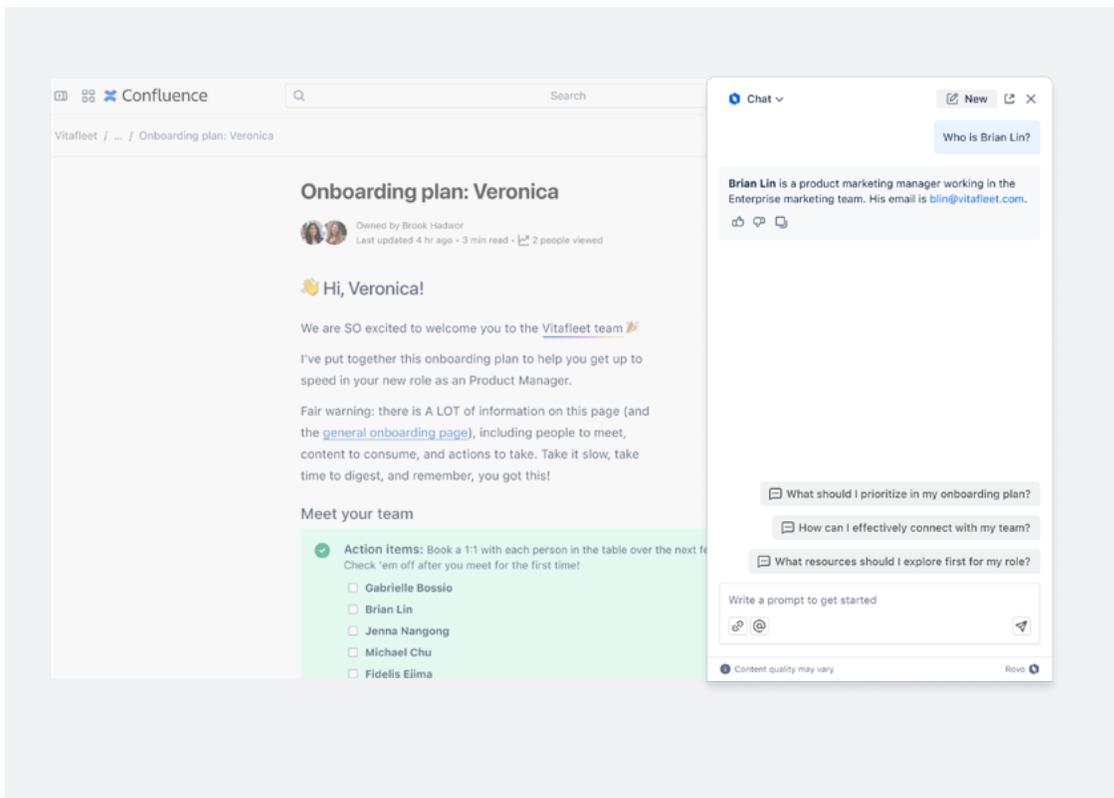
Luke Collins

Senior Solutions Engineer, OVO Energy





With RoVo, new employees can easily find information about a specific team or project without leaving their onboarding plan.



Supercharging teams with AI

Rovo empowers teams to find knowledge, learn from it in the right context, and confidently take meaningful action – from developers to IT to team leaders. With enterprise-wide searching ability, AI-powered learning, and specialized virtual agents, Rovo helps teams unlock organizational knowledge to transform how teamwork gets done.

Rovo can be used across a wide variety of teams and tasks. For example:

- **Marketing managers** can use the Rovo Comms Crafter Agent to quickly draft content tailored to their brand guidelines.
- **Sales leaders** can more deeply understand their clients through AI-powered context gathering with Rovo Search.
- **Developer teams** can ‘stay in the flow’ by accessing essential information—such as project goals, team details, recent deployments, and open issues—directly within their IDE with Atlassian Rovo for GitHub Copilot ([available on the GitHub Marketplace](#)).

