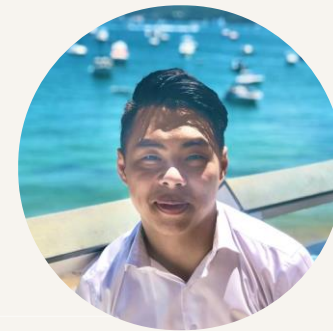


# How Atlassian's AI Unleashes The Potential of Modern Project Teams



Young Li

Head of Solutions Engineering – Asia

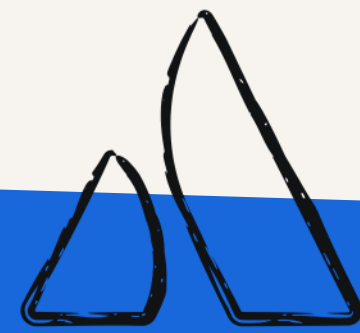
Atlassian



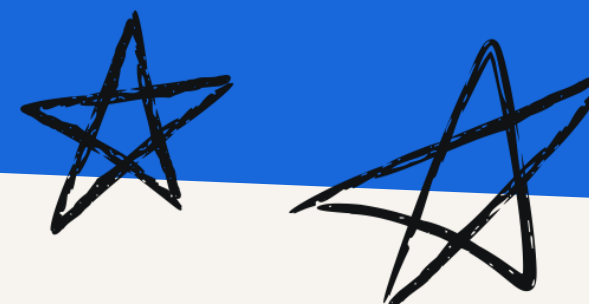


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The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.

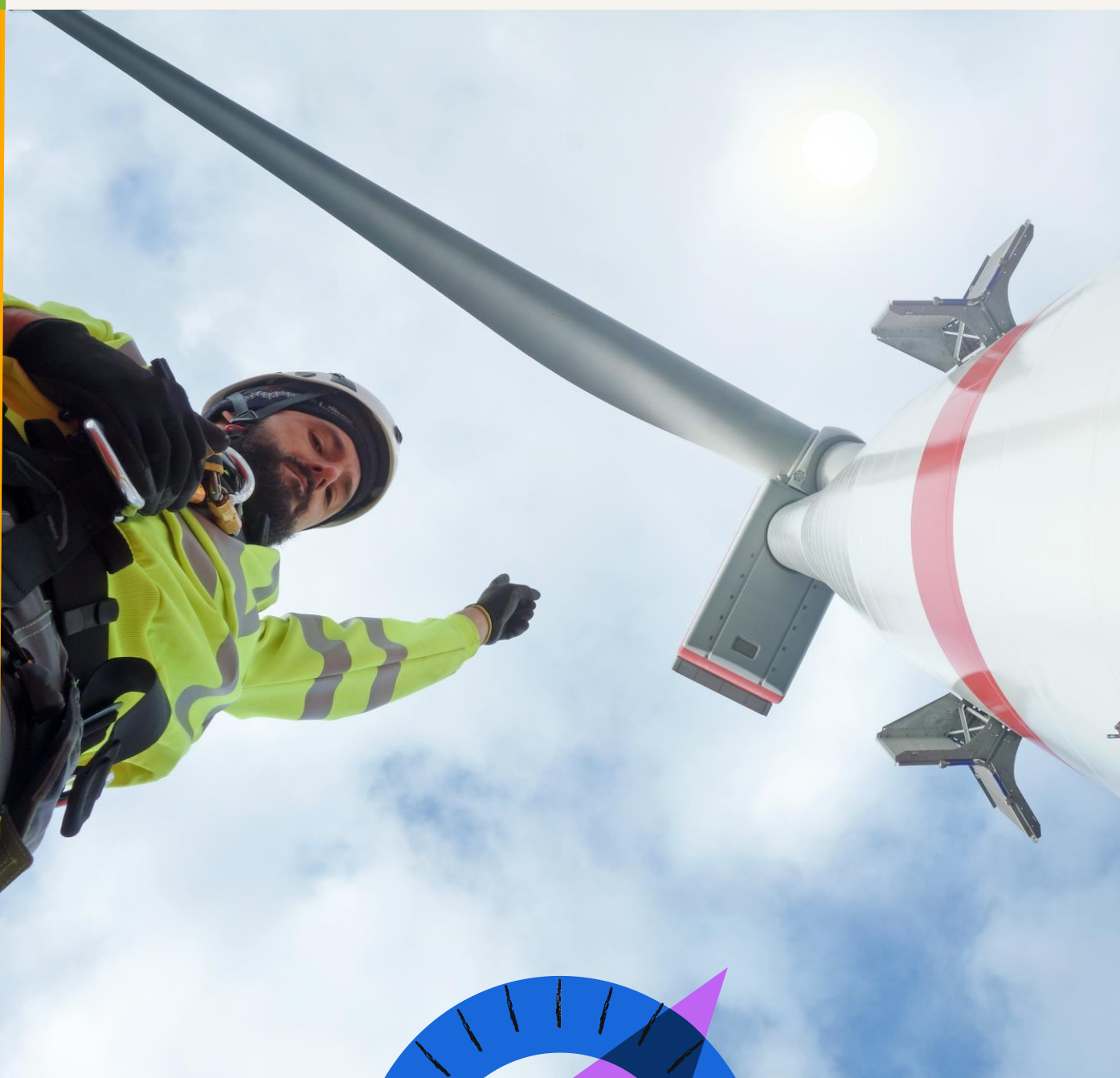


To unleash  
the potential of  
every team





AI accelerates  
what teams  
can achieve.



# Atlassian Cloud Platform

EXPERIENCES

TEAMWORK GRAPH

ENTERPRISE INFRASTRUCTURE

# Atlassian Cloud Platform

## EXPERIENCES

 Collaboration

 Intelligence

 Automation

 Analytics

 Extensibility

TEAMWORK GRAPH

ENTERPRISE INFRASTRUCTURE

# Atlassian Cloud Platform

EXPERIENCES

## TEAMWORK GRAPH

 Object graph

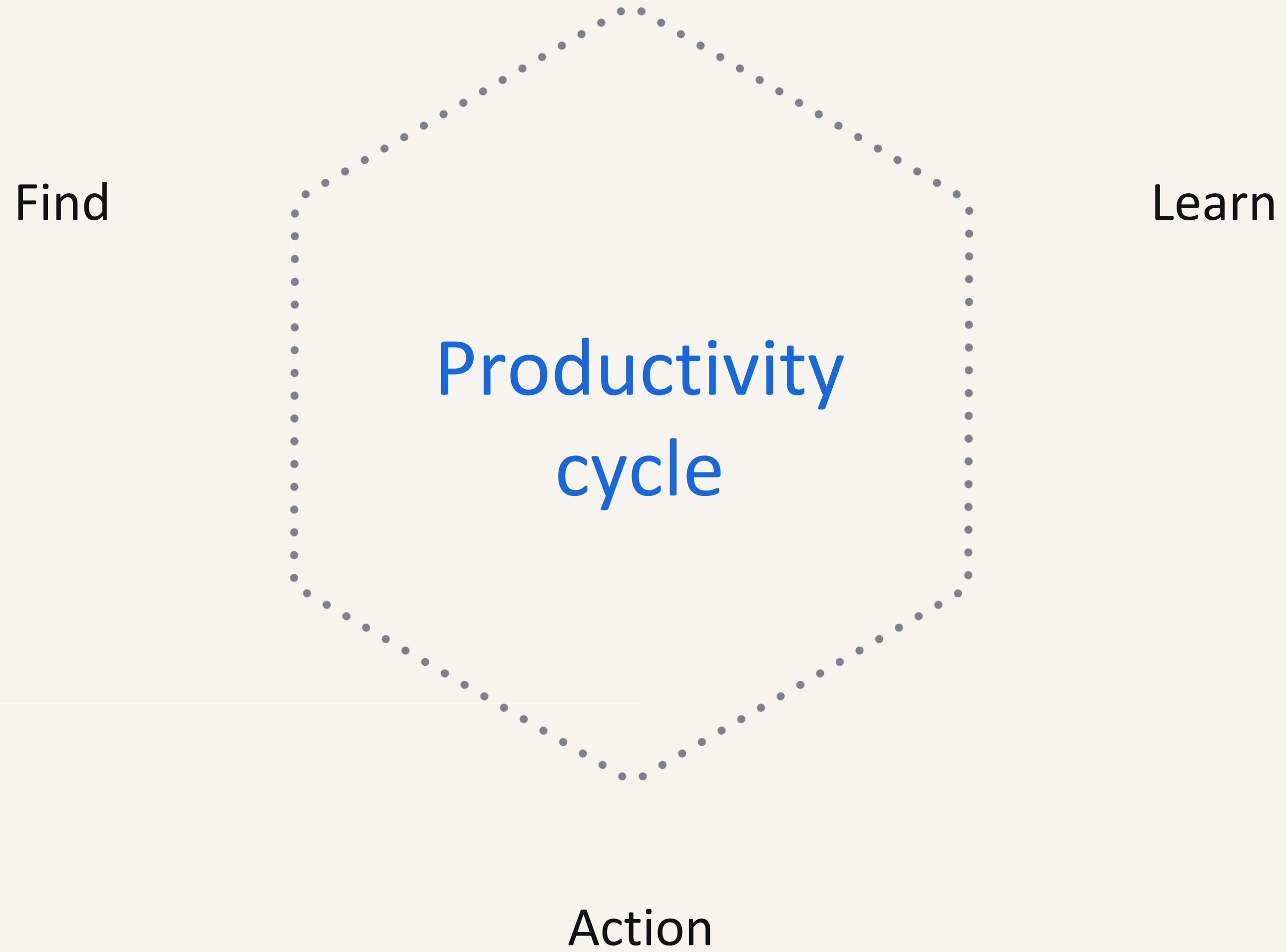
 People graph

 Actions

 AI models

 Semantic index

ENTERPRISE INFRASTRUCTURE



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**Customer Portal Testing strategy**  
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The primary objective of the **Customer Portal Testing** Strategy is to ensure the quality, reliability, and security of the customer portal system. This comprehensive strategy encom...

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**Vitafleet Web Dev Team** View all →  
 Team working on **Customer Portal Testing**


  
**Gabrielle Bossio**  
 Director of Engine...

  
**Andrea Wilson**  
 Engineer

  
**Fidelis Ejima**  
 Designer

**#Customer-Portal-Testing**  
 Slack • Thread • #Customer-Portal-Testing • Last message sent 21 minutes ago

 Priya: We can definitely follow up on bugs to fix. We already have some of the **portal** sec...


 Veronica: Beta **customer portal testing**. Received more user feedback. Identified areas...

**Customer Portal Testing Analysis and Integration Review**  
 Google Drive • Docs • Portal Des & Dev Home • Updated 1 week ago

Functional testing focused on assessing the core features and functionalities of the **customer portal testing** system. This involved testing user registration, login, account ma...

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Step into the world of **Customer Portal Testing** with an exclusive behind-the-scenes update from Gabrielle Bossio. In "Behind the Vault," discover the latest developments, innovations, and enhancements shaping the future of digital

**# Customer Portal Testing**  
 Topic

Vitafleet's multi-disciplinary approach to innovation is evident as its Web Development team introduces a new customer inventory portal, aimed at optimizing Just-in-Time (JIT) shipping methods to streamline operations and reduce inventory costs.

[Learn more](#)

Related topics

- # Customer portal development
- # Portal apps
- # Portal testing

Ask a follow up question

What is customer portal?

Who works on customer portal?

Ask a different question

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Normal text B I ... A ... Write

Informed	AdminEx team @Athena Ai @Jenna Nangong @Robi Lopez
Due date	May 31, 2024

### Project Blueberry

As part of the work we are doing with Titan, the Vitafleet Web Development team is launching a new customer inventory portal to help customer (JIT) shipping to increase efficiency b

### Team

@Veronica Rodriquez @Fidelis Ejima

### Project goals

1. Develop and Launch Customer Portal for users by June 1st 2024.
2. Increase Revenue: Increase delivery efficiency by 10%.
3. Improve Feedback: Achieve a 90% user satisfaction rate in managing their inventory.
4. Customer Adoption: 80% of customer orders to be fulfilled through their inventory by EOFY 25.
5. Efficiency Improvement: Decrease on-hand customer inventory levels by 10%.
6. Live In-Time Shipping Implementation: Increase the utilization of JIT shipping methods by 15%.

**Titan** PROJECT

# Design initiative

Titan is a company-wide initiative improving the end-to-end experience of business that use the Vitafleet distribution services. It represents a comprehensive effort by Atlassian to streamline its project management offerings, enhance usability for its users.

Related people and teams

Profile icons +5

Related work

Post-Launch Insight Investigation Titan GA Release

What are some key concepts for Titan? Key milestones >

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Blueberry Marketing launch plan ☆ 📁 ☁  
File Edit View Insert Format Tools Extensions Help

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🔍 Menus ↶ ↷ 🖨️ 🗑️ 100% | Title | Arial | - 26 + | **B** *I* U A | 🔗 📎 🖼️ | ☰ ⚙️ 📏 📑 📑 📑 📑 ✂️ | Editing ^

←

Outline

– Marketing launch plan

Market Research and Analysis:

Brand Development:

Pre-launch Phase:



# Marketing launch plan

1. Market Research and Analysis:
  - Identify Target Audience: Define the target audience for the Blueberry project based on demographics, psychographics, and behavior patterns.
  - Competitive Analysis: Conduct a thorough analysis of competitors offering similar products or services to understand their strengths, weaknesses, and market positioning.
  - Market Trends: Research industry trends, consumer preferences, and emerging technologies related to the Blueberry project to identify opportunities and potential challenges.
2. Brand Development:
  - Brand Identity: Develop a compelling brand identity for Blueberry, including logo, color palette, and visual assets that resonate with the target audience.
  - Brand Messaging: Craft clear and concise messaging that communicates the unique value proposition of Blueberry and highlights its key features and benefits.

# Blueberry outline

Owned by Veronica Rodriguez  
Last updated: Apr 8, 2024 • 4 min read • 29 people viewed

## Project Blueberry

Blueberry is the codename for a project focused on making changes to our development portal and inventory management system. PPG will require changes by the web development team to launch a new customer inventory portal to

## Launch plan

In this marketing deck, we go over goals, and potential of Blueberry, an overview of Blueberry, highlighting objectives, features, and potential ecosystem.

Moreover, we'll explore the potential Blueberry within its ecosystem, its transformative effects it is poised to have on users, industries, and broader social contexts.

## Project goals

**PPG** ACRONYM

# Inventory portal

PPG is a digital platform or service that facilitates online transactions between customers and businesses by securely processing payments. It serves as an intermediary between the merchant's website or application and various payment networks such as credit card processors, banks, and digital wallets.

Related people and teams

Related work

Blueberry outline Blueberry technical milestones

What are key concepts for PPG? Key milestones for PP >

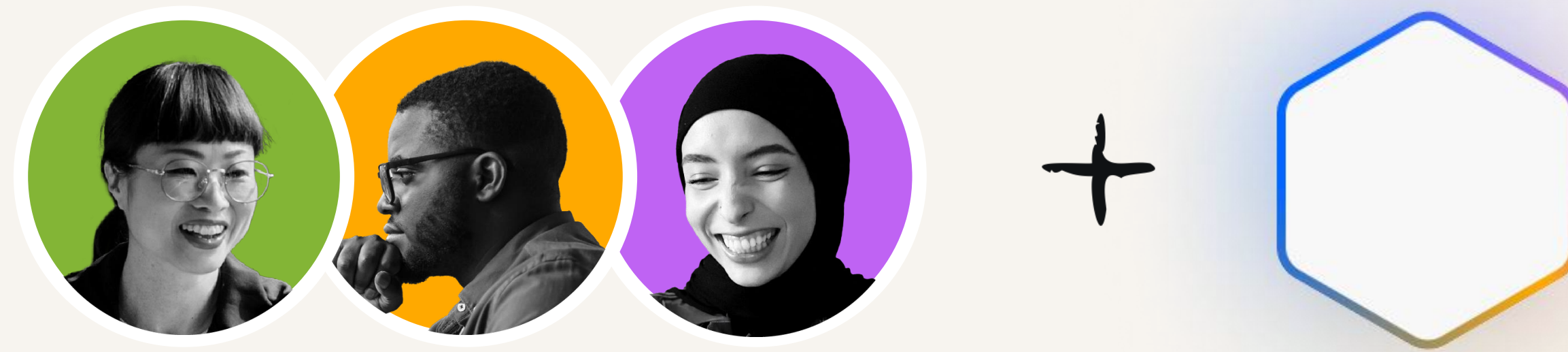
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Action





The screenshot shows the 'Customer Insights' app interface. At the top, there is a blue header with a lightbulb icon and a starburst graphic. Below the header, the title 'Customer insights' is displayed, followed by the handle '@Customerinsights' and the text 'Agent by Atlassian'. The main description reads: 'Convert customer feedback into actionable insights. Analyze trends in customer data, reviews support tickets, past projects, and user testing interviews to improve product development and increase customer satisfaction'. Underneath, a section titled 'CAPABILITIES' lists four features: 'Find related support issues', 'Data synthesis', 'Insight theming', and 'Identify experts'.



## Goal

Use customer feedback to inform product planning



## Knowledge

Support tickets, Research videos, Customer interviews



## Action

Analyze and summarize feedback from all sources

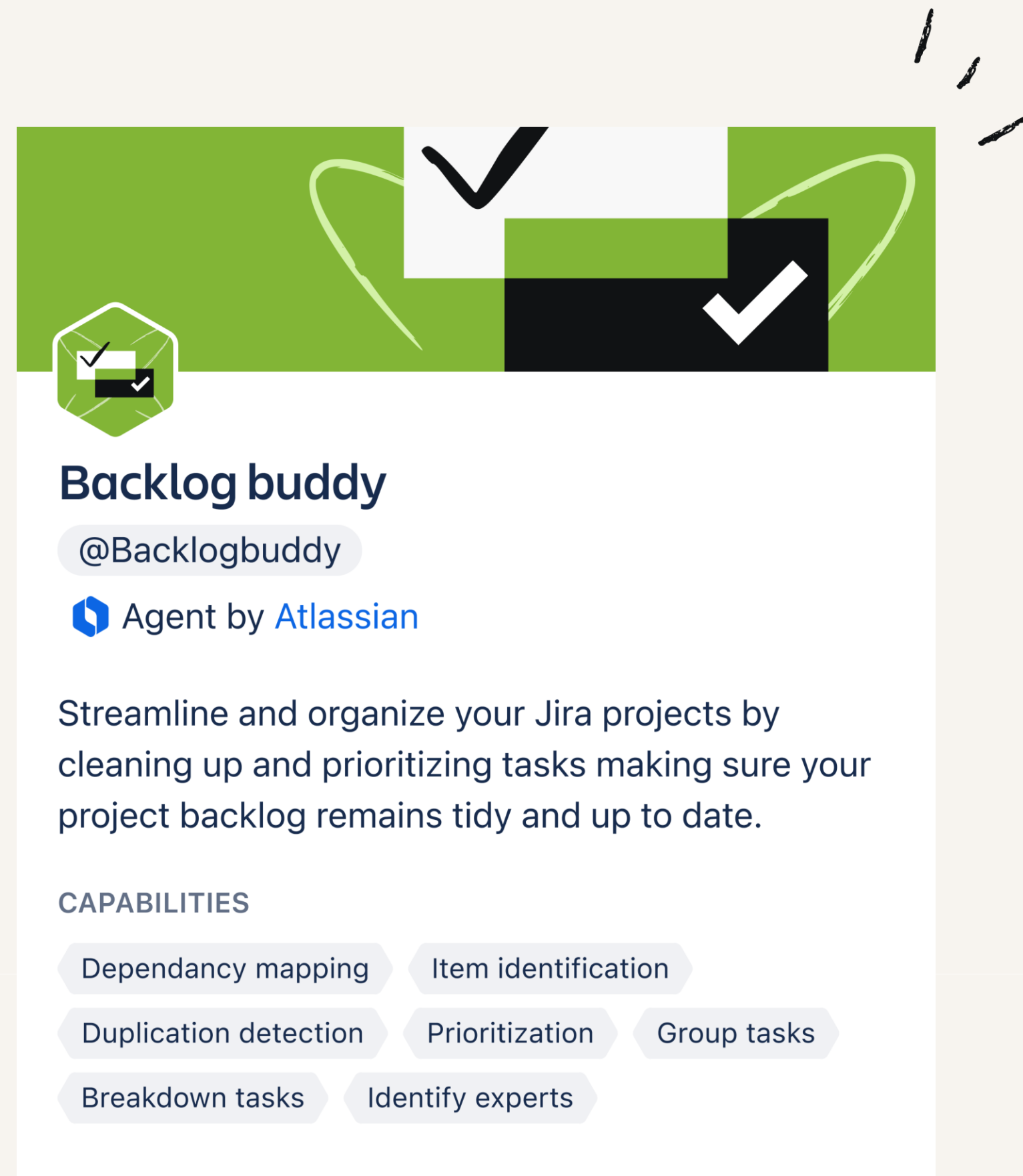
# Inventory portal design

Owned by Athena Ai  
Last updated: Apr 8, 2024 • 4 min read • 29 people viewed

Status	SEEKING FEEDBACK
Driver	@Athena Ai
Approver	@Faye Stirling
Contributors	@Andrea Wilson @David Hsieh @Priya Hansra
Informed	UX Team ( @Jenna Nangong @Kayla Parajuli @Brooke Hadwor )
Due date	May 31, 2024

## Background

The primary goal of this project is to showcase Vitafleet's new Just-In-Time (JIT) capabilities and enhance the overall customer experience. By fulfilling inventory needs more efficiently and simplifying interactions with the brand, the portal aims to serve as a cornerstone of the customer's journey. The introduction of a well-structured onboarding process and clear, helpful documentation is pivotal in driving portal adoption and ensuring users feel supported at every step.



The screenshot shows the 'Backlog buddy' app interface. At the top, there's a green header with a white checkmark and a black box with a white checkmark. Below that is a white card with a green hexagonal icon containing a checklist. The card title is 'Backlog buddy' with the handle '@Backlogbuddy' and 'Agent by Atlassian'. The description reads: 'Streamline and organize your Jira projects by cleaning up and prioritizing tasks making sure your project backlog remains tidy and up to date.' Under 'CAPABILITIES', there are several buttons: 'Dependency mapping', 'Item identification', 'Duplication detection', 'Prioritization', 'Group tasks', 'Breakdown tasks', and 'Identify experts'.



## Goal

Keep my project backlog tidy and up to date



## Knowledge

Jira projects, Confluence spaces



## Action

Identify and group related work, flag outdated tasks

Vitafleet mobile  
Software project

PLANNING

INV Portal App Board ▾

- Timeline
- Backlog**
- Active sprint
- Reports

Issues

Components

DEVELOPMENT

Code

Security

Releases

OPERATIONS

Deployments

You're in a company-managed project  
[Learn more](#)

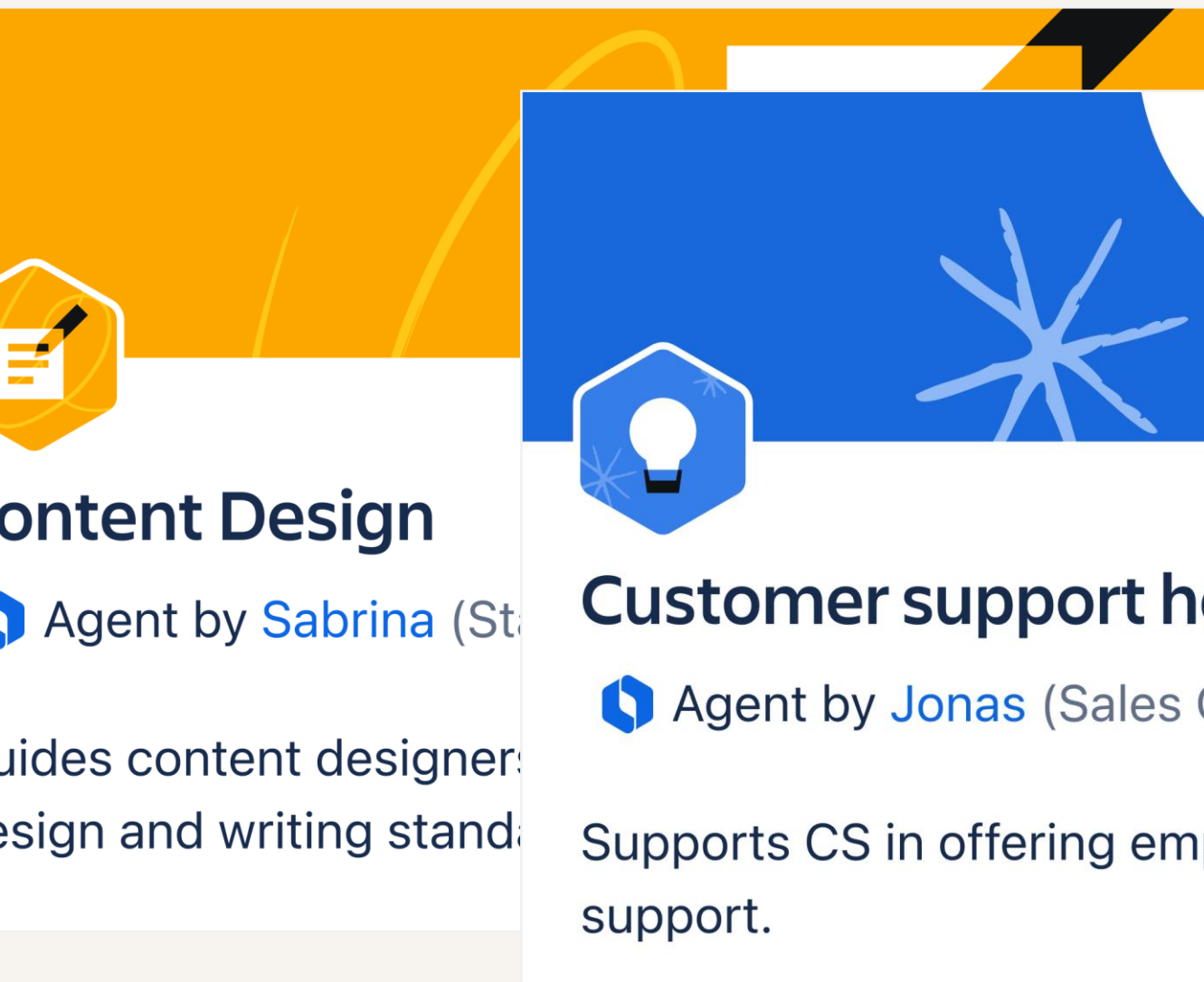
Projects / Vitafleet mobile / INV Portal App

## Backlog

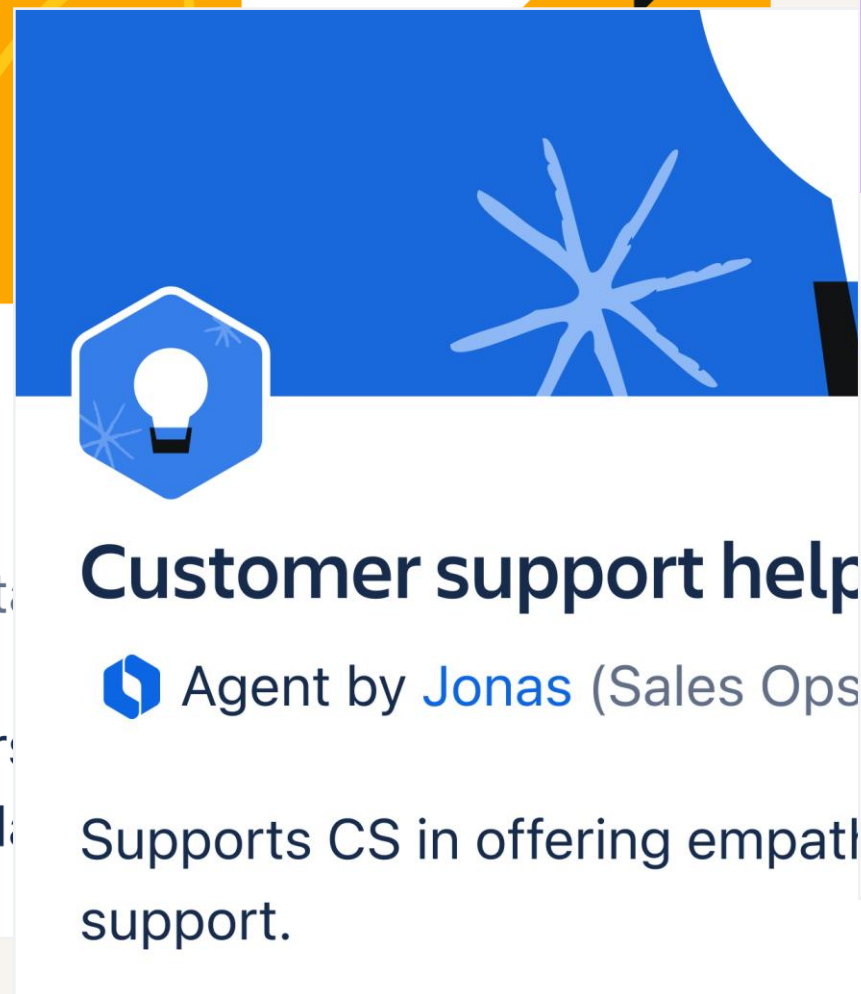
Epic ▾ Label ▾ Type ▾

▾ Backlog (123 issues) 119 0 0 Create sprint

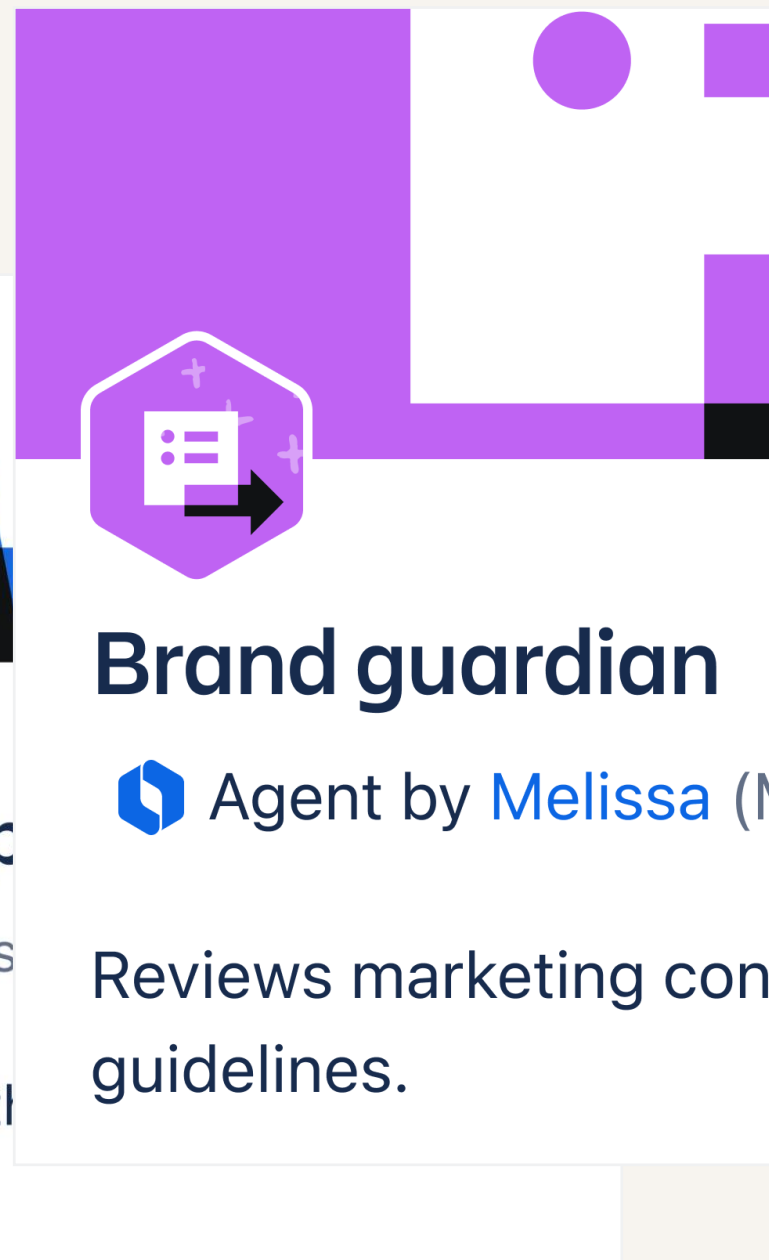
VMB-345 NewTransition - Tab implementation	TO DO ▾	
VMB-347 Enhancement of comment section UI for Android screen	TO DO ▾	
VMB-348 View forms on mobile - Spike	TO DO ▾	
VMB-349 Implement transition rest API	TO DO ▾	
VMB-350 ViewIssue: If user doesn't have permissions to assign	TO DO ▾	
VMB-351 Transition screen is closing on screen rotation	TO DO ▾	
VMB-352 Build self sizing bottom sheet in SwiftUI	TO DO ▾	
VMB-353 Create new UI test for notification screen	TO DO ▾	
VMB-218 Remove the feature flag associated with the rollout one month after its implementation	TO DO ▾	
VMB-296 Uplift getFreshIssue to use coroutine	TO DO ▾	
VMB-232 TransitionScreenPresenter to a new designated area or component within the system's architecture	TO DO ▾	
VMB-294 Remove new V2 REST create meta fields	TO DO ▾	
VMB-275 Custom avatars don't load with custom domains	TO DO ▾	
VMB-341 Clicking on "Components" or "Fix Versions" doesn't work as expected	TO DO ▾	



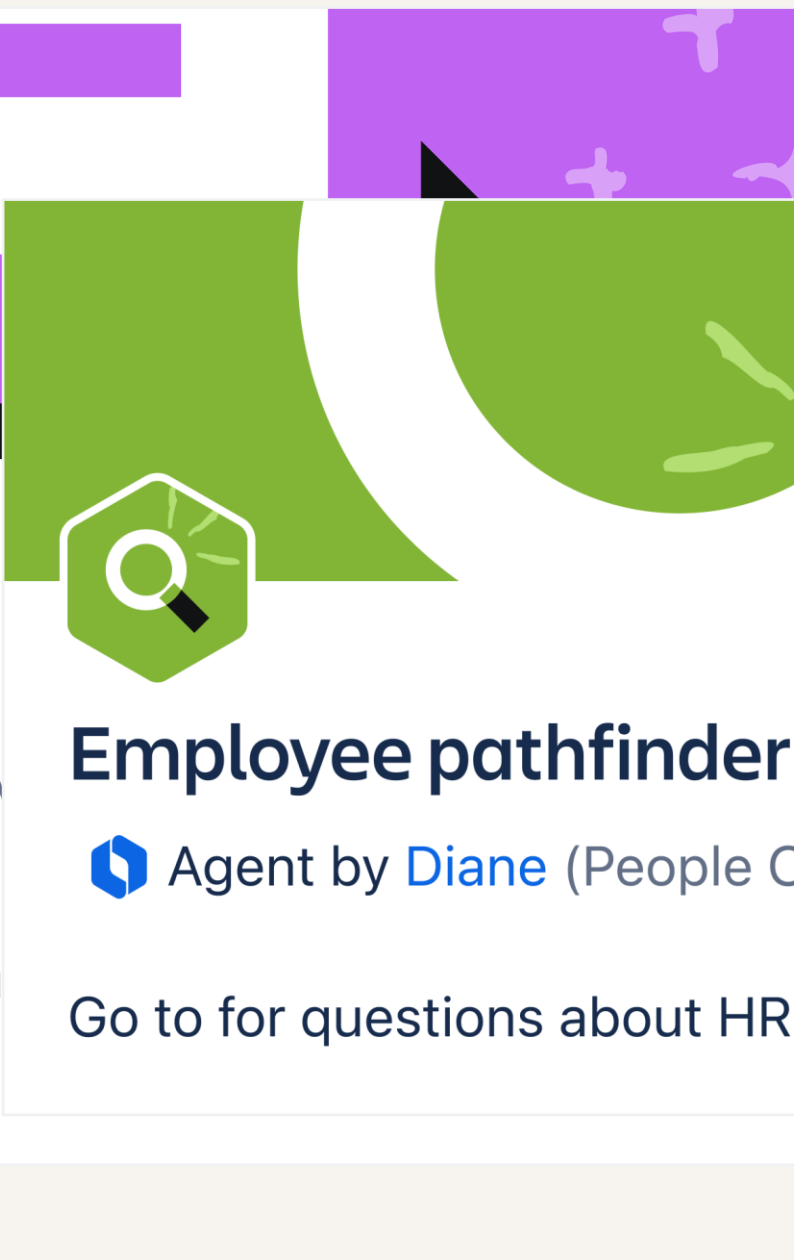
**Content Design**  
Agent by [Sabrina](#) (St...)  
Guides content designers...  
design and writing stand...



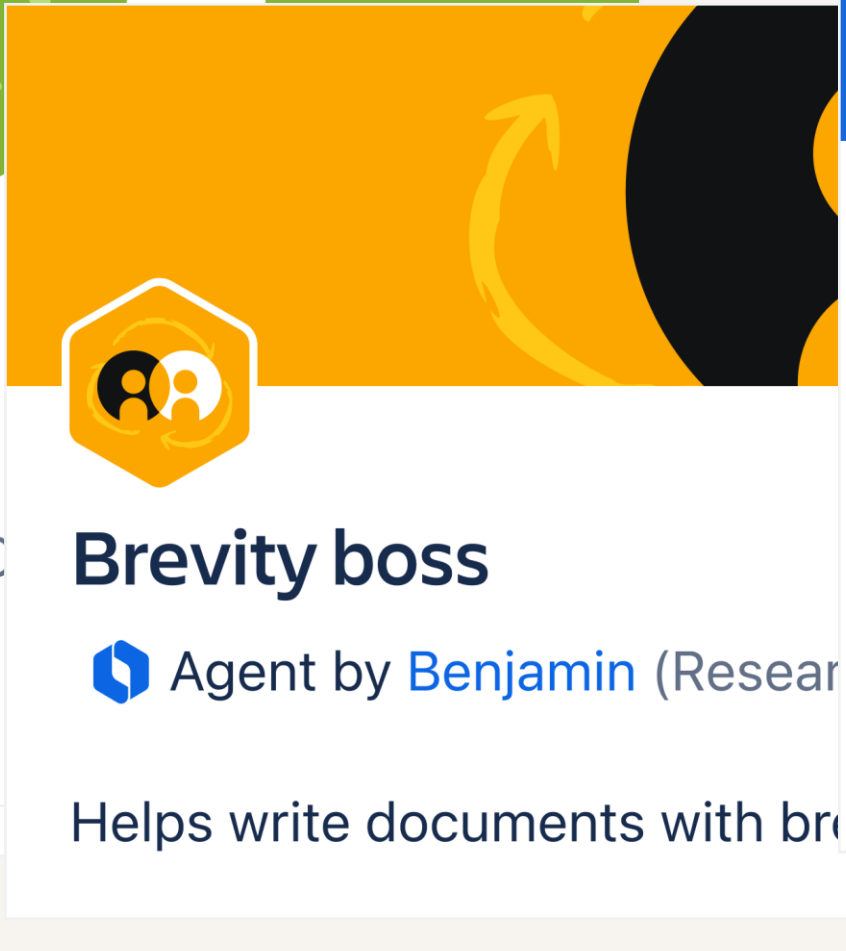
**Customer support help**  
Agent by [Jonas](#) (Sales Ops...)  
Supports CS in offering empati...  
support.



**Brand guardian**  
Agent by [Melissa](#) (M...)  
Reviews marketing con...  
guidelines.



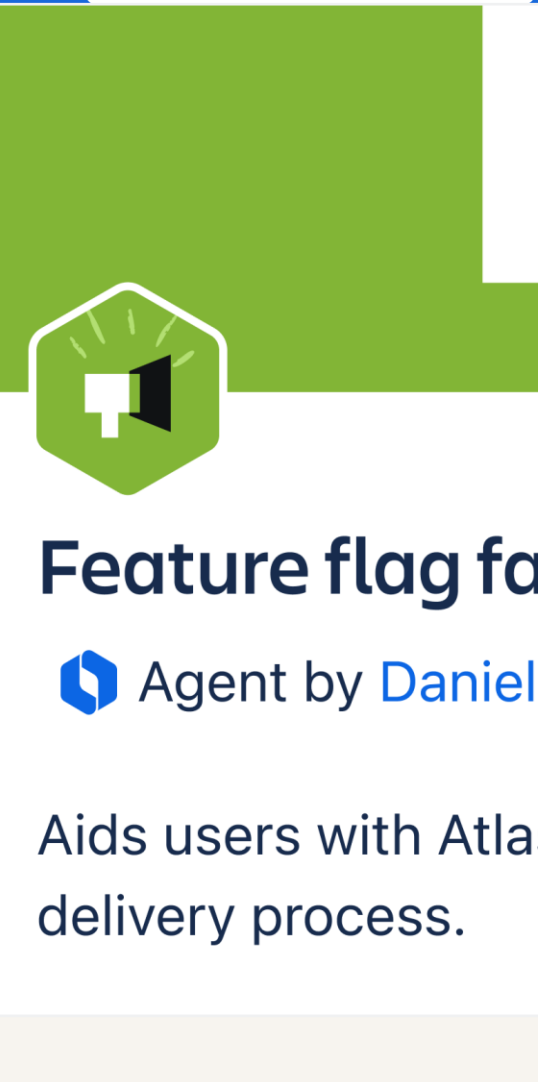
**Employee pathfinder**  
Agent by [Diane](#) (People C...)  
Go to for questions about HR



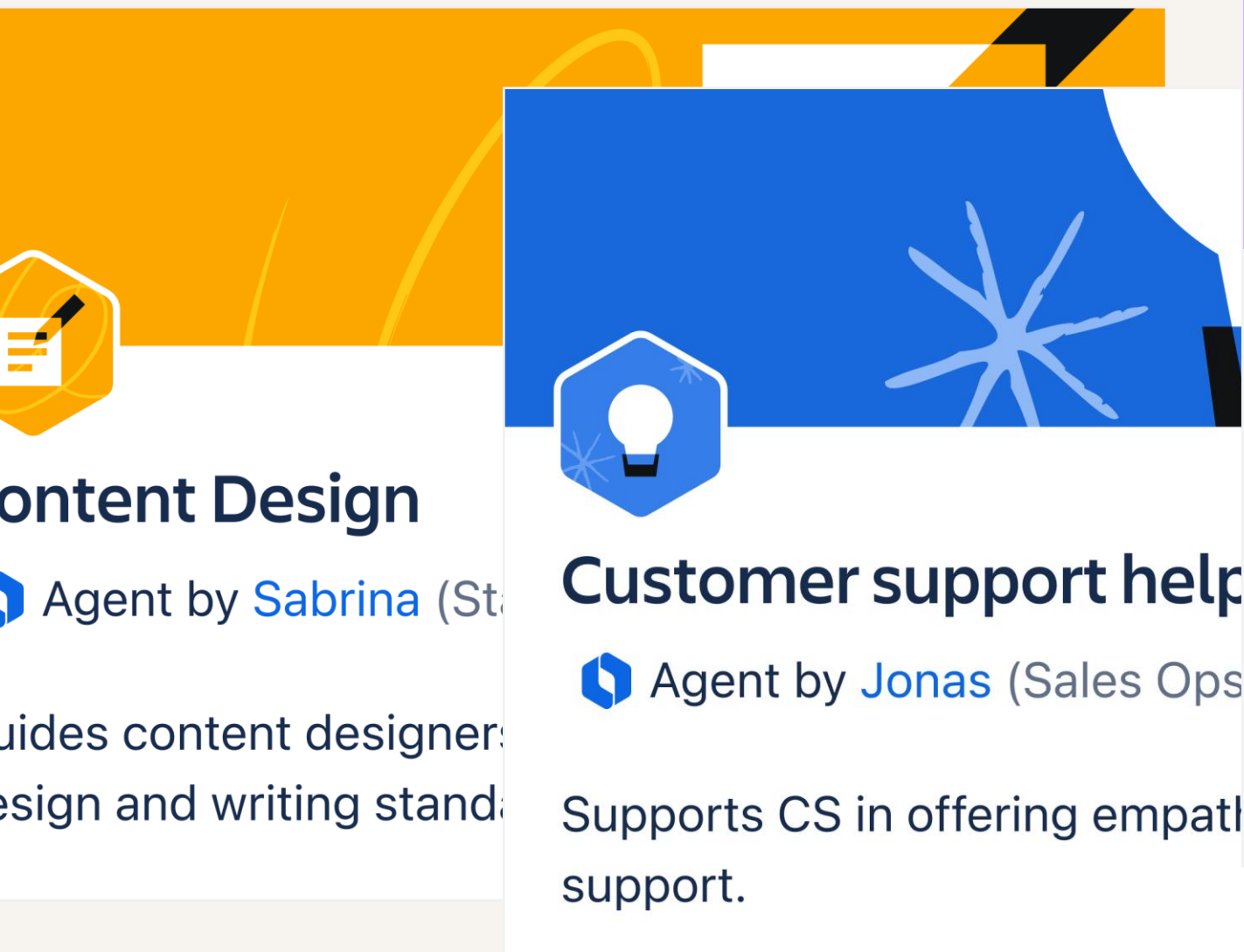
**Brevity boss**  
Agent by [Benjamin](#) (Resear...)  
Helps write documents with brev...



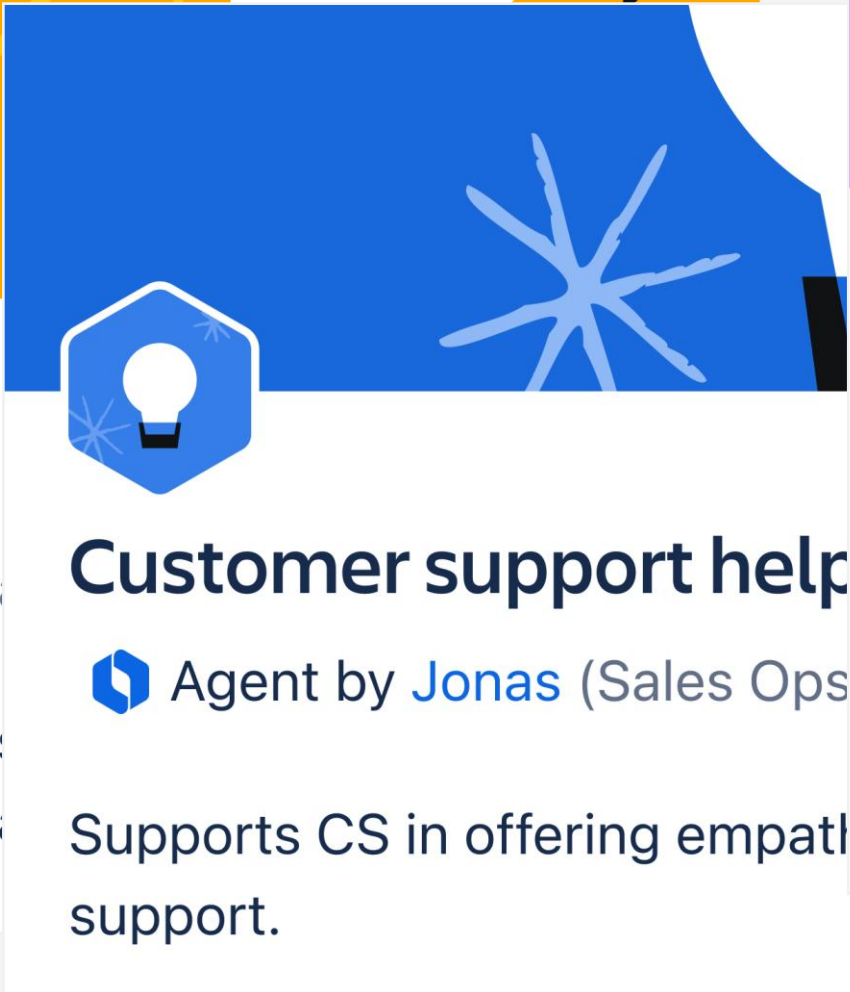
**Internationalization**  
Agent by [Alejandra](#)  
Provides internationaliz...  
and best practices.



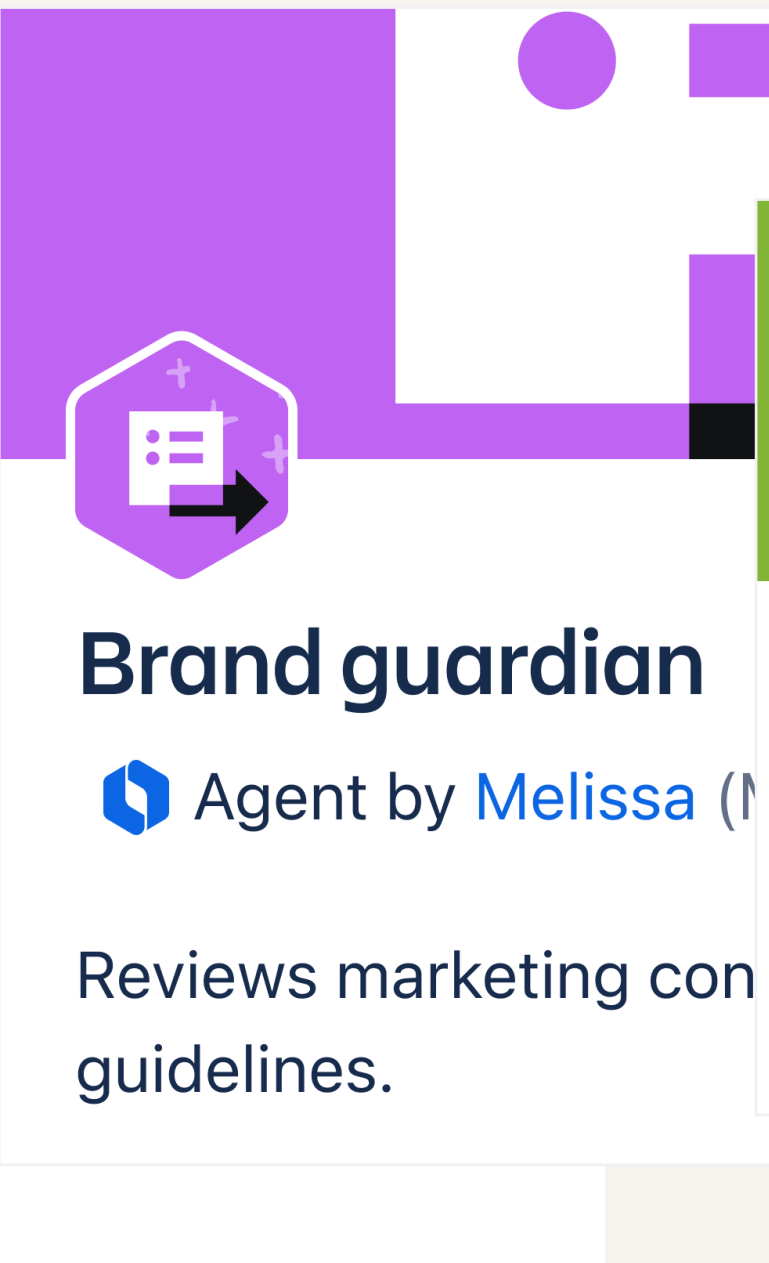
**Feature flag for Atlas**  
Agent by [Daniel](#)  
Aids users with Atlas...  
delivery process.



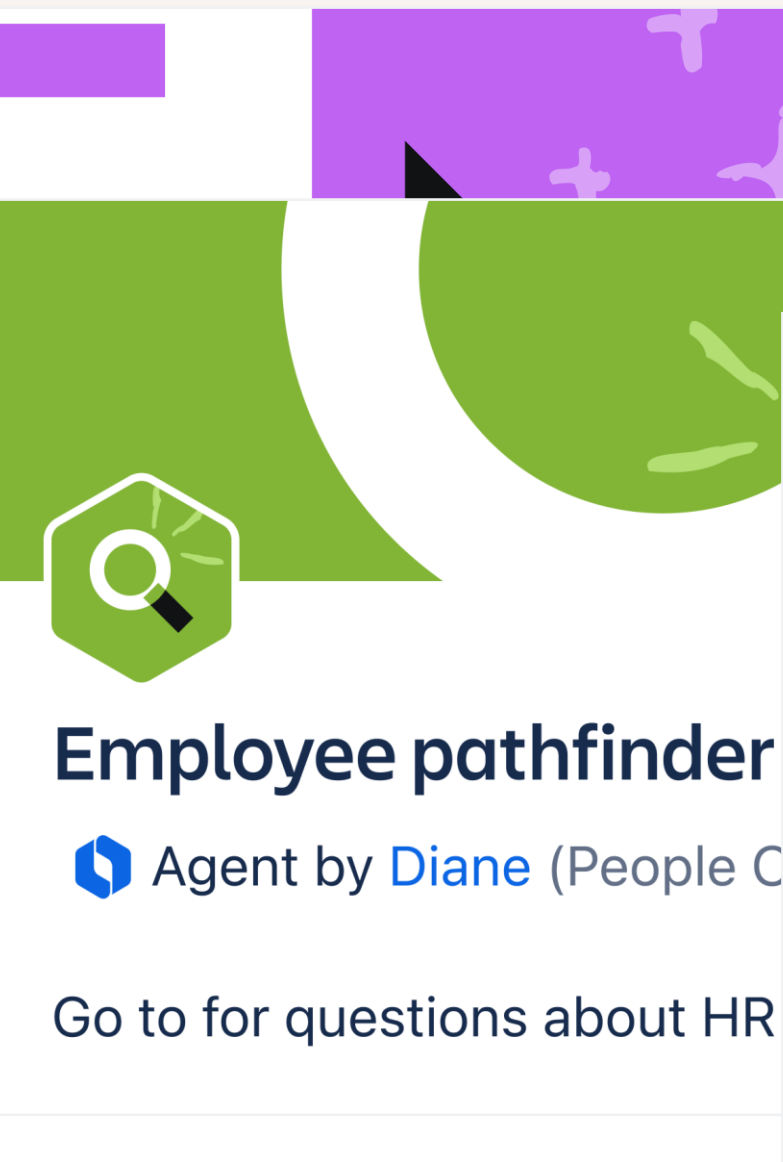
**Content Design**  
Agent by [Sabrina](#) (St...)  
Guides content designers...  
design and writing stand...



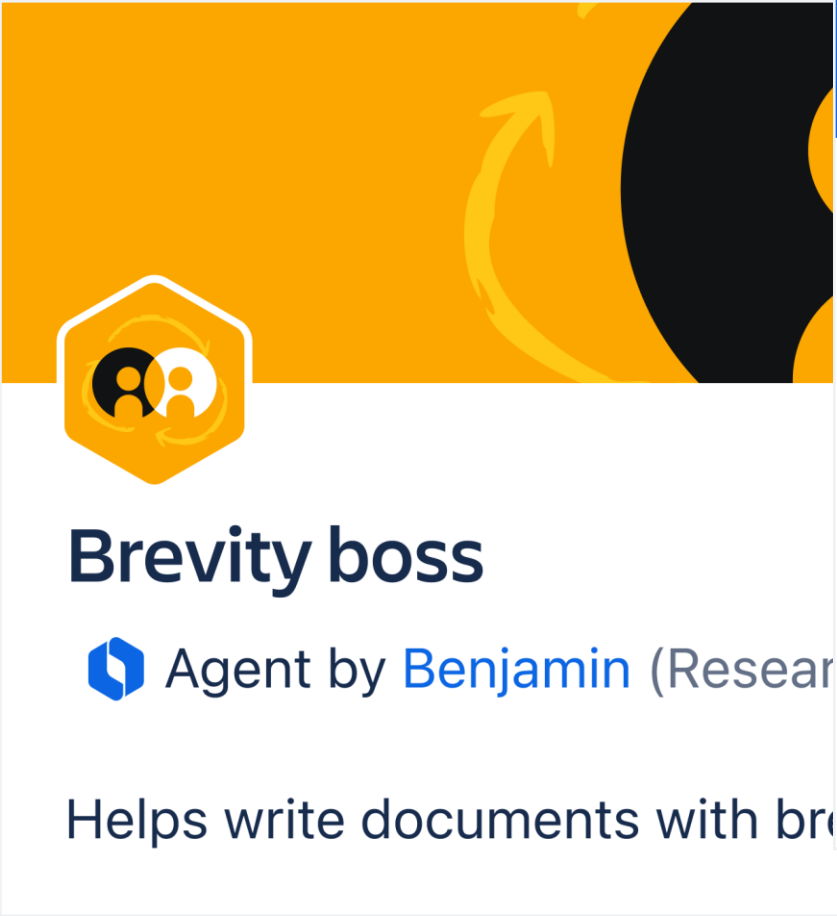
**Customer support help**  
Agent by [Jonas](#) (Sales Ops...)  
Supports CS in offering empati...  
support.



**Brand guardian**  
Agent by [Melissa](#) (M...)  
Reviews marketing con...  
guidelines.



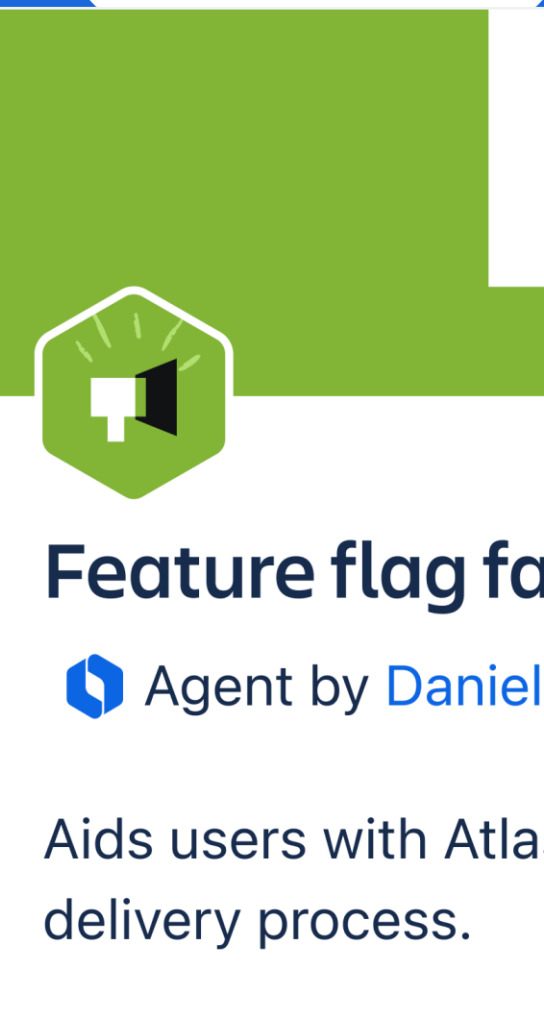
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**ATLASSIAN**