



ITSM High-Velocity

Wenn's mal wieder schneller geht, war's wahrscheinlich Jira
Service Management



SEBASTIAN EGGERS | SR. ENTERPRISE SOLUTIONS ADVOCATE



Ship
faster





Ship
faster



Keep services
always-on





**Ship
faster**



**Keep services
always-on**



**Deliver support
seamlessly**

A

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ATLASSIAN Intelligence ✱

Solutions

Agile &
DevOps

IT Service
Management

Work
Management

Experiences



Analytics



Automation



Collaboration



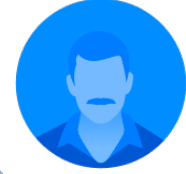
Administration

Extensibility

Data Management

Infrastructure

Atlassian platform





Bancly ▾



- Threads
- Mentions & reactions
- Saved items
- More

Channels

- # help
- # team-marketing
- # team-frontend
- # project-swiftpay
- # project-fairydust

Direct messages

- Eva Lien
- Hasana Ajayi
- Omar Darboe
- Molly Clark
- Andres Ramos

Help

get the below error - can you please advise how i can get this resolved?

12 replies Yesterday at 20:08

Omar Darboe 2 hours ago
Hello, when porting my phone data over to a new device (old device doesn't power on anymore) I have everything setup and working as well as Posture stating my device is compliant, but then today I got the "your device is not compliant due to not connecting to Workplace One for 7 days". The new device in Hub shows as compliant, device entry in posture (with the same serial number as stated in the email) is marked as compliant... What else do I need to do in this case?

9 replies Last reply today at 8:14

Crystal Wu 1 hour ago
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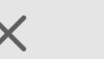
Jane Rotanson 9:32
Hey there, I've just joined the design team and need to get setup with some software access

1 reply Last reply today at 9:33

Message # help

+ | 🗨️ | 🎤 | 😊 | @ | Aa

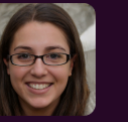
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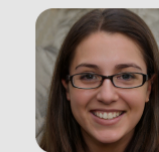
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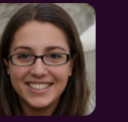
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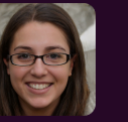


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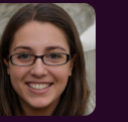


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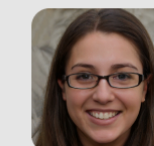
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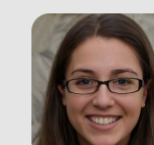
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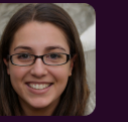
 **Charlie** APP 9:34
Which tools do you need access to? Most members on the design team use either Figma or Adobe Creative Suite.

 **Jane Rotanson** 9:35
Just Figma please

 **Charlie** APP 9:36
Okay great. Do you need Editor or Viewer access?

 **Jane Rotanson** 9:37
Editor

 **Charlie** APP 9:38
Okay perfect! I can run a script to grant you this access. Won't be long.



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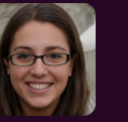
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> 50%

requests assisted by Charlie



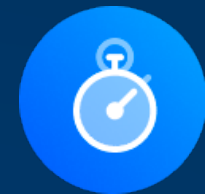
Get instant help



What can Atlassian Intelligence help you do?



Get instant help



Get up to speed



What can Atlassian Intelligence help you do?

IT Support Service project

Queues

Raise a request

KNOWLEDGE

Knowledge base

Reports

CHANNELS & PEOPLE

Channels

Customers

Projects / IT Support / AND-231

[Lock] [Eye] [Share] [More]

Spilt coffee on laptop, need a new one

Add subtask Link issue ...

Aarya Kim raised this request via Slack

Activity

All Summary Comments 15 History Newest first ↓

Molly Clark 14 Mar Thank you for trying that @aarya I'll take a look at what else we can do.

👍 1 😊

Aarya Kim 14 Mar I've looked into the guide you've sent for removing the keyboard to see if that dries out - it still isn't booting up at all. Anything else we can do? this is getting urgent.

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Molly Clark 14 Mar Okay, sorry to hear that didn't work. Another thing you can try is to detach the laptop keyboard and leave it out for half a day. Instructions for how to do this is here: [Guide to detaching whiteboards](#) Happy to jump on a video call if you need a hand. Let me know you you go!

😊

Aarya Kim 14 Mar Hey @molly just finished the steps in that guide, but unfortunately still unable to get the laptop to start

😊

Pending Actions

SLAs

2h 52m Time to first response 4 hours
2h 52m Time to resolution 8 hours

Details

Assignee Omar Darboe
Reporter Aarya Kim
Priority Major
Knowledge 3 Articles
Labels iOS MDM

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Get up to speed



Accelerate work



What can Atlassian Intelligence help you do?

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All Summary Comments 18 History Newest first

Normal text B I ... A ... [Icons]

Change tone to empathetic
Great news! It looks like your new laptop will be delivered on Thursday. Make sure you're available to receive the package or make arrangements for someone else to receive it on your behalf. Also, don't forget to track the delivery so you can keep an eye on the progress and know when to expect it. Enjoy your new laptop!

Generated by Atlassian Intelligence Was this helpful? [Thumbs up] [Thumbs down] Done

Save Cancel

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Normal text Bold Italic Color Bulleted List Numbered List Link Image Table More

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