CRM for JIRA (EN)

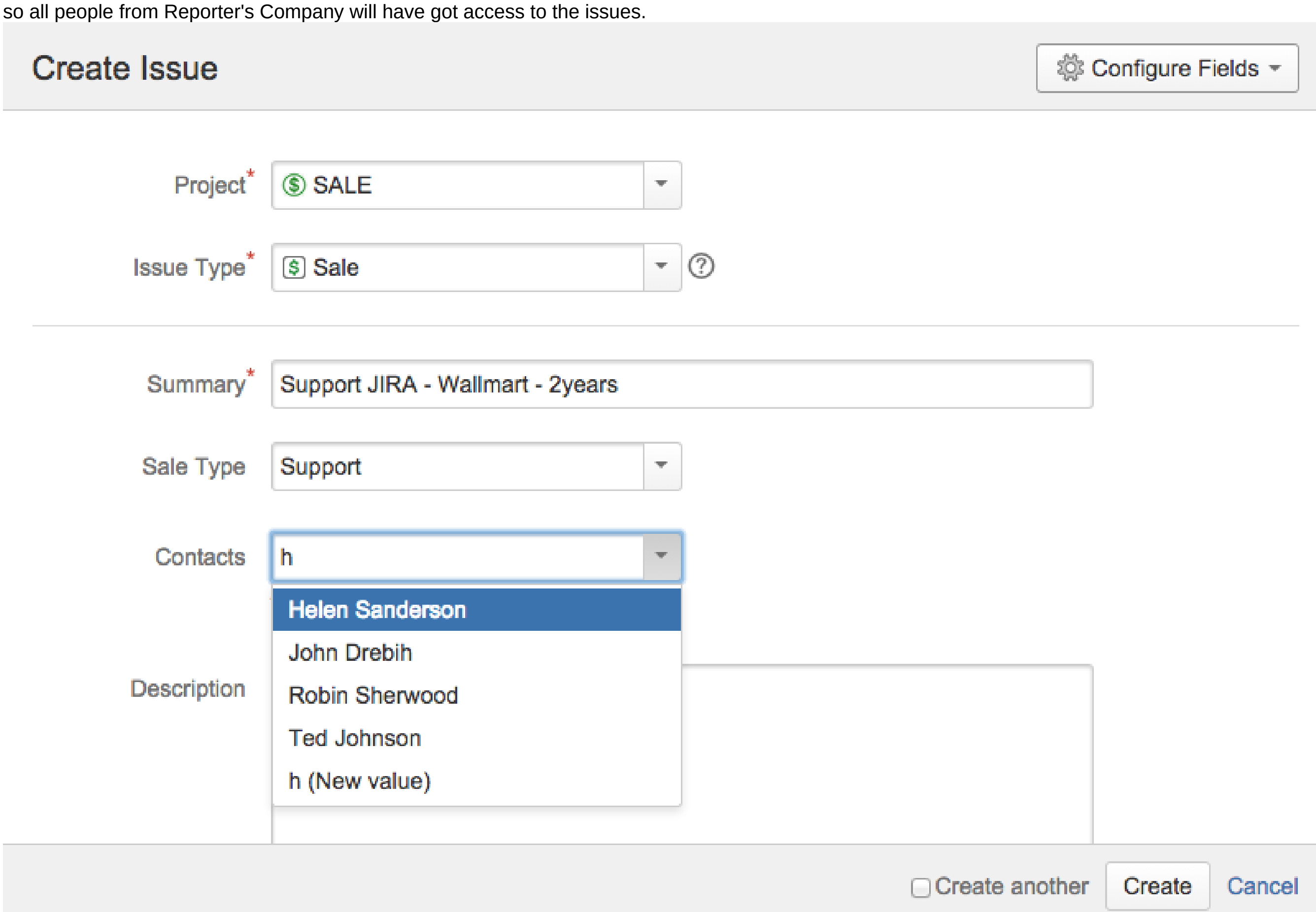
What is CRM for JIRA?

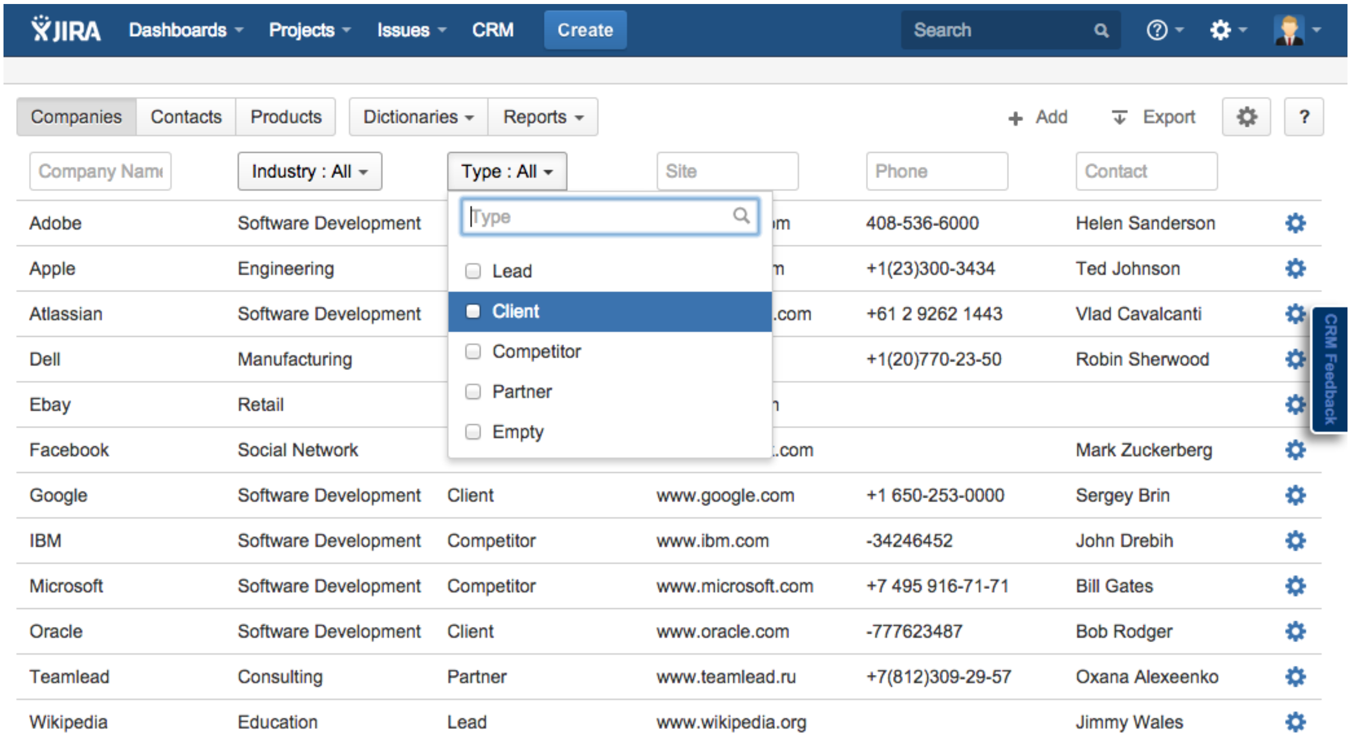
CRM for JIRA provides a great opportunity to track companies, contacts, goods, etc. You should use these records within JIRA issues.

If you track support issues in JIRA, you could get a statistic through companies or contacts. Although, you can manage **SLA's** by your clients.

If you manage projects or sales in JIRA, you could get the information about sales by current client or his project history.

And now you can enable a special security level "Reporter's Colleagues", so all people from Reporter's Company will have got access to the issues.





Dictionaries in JIRA

You can track all your clients and contacts in JIRA now. Although, there are next dictionaries: Products, SLA's and Custom Dictionaries. The last one provides a simple track your own records such as: hardware, types of companies, people titles or something like that.

All dictionaries could be defined for your specific requirements. For example, you can add new attributes for company and define look and feel of record cards.

To find a record you should just start writing. It is simple, like a google search. If you want find records by several conditions you can use attributive search. It doesn't mean how many records do you have, hundreds or thousands. Just start looking..

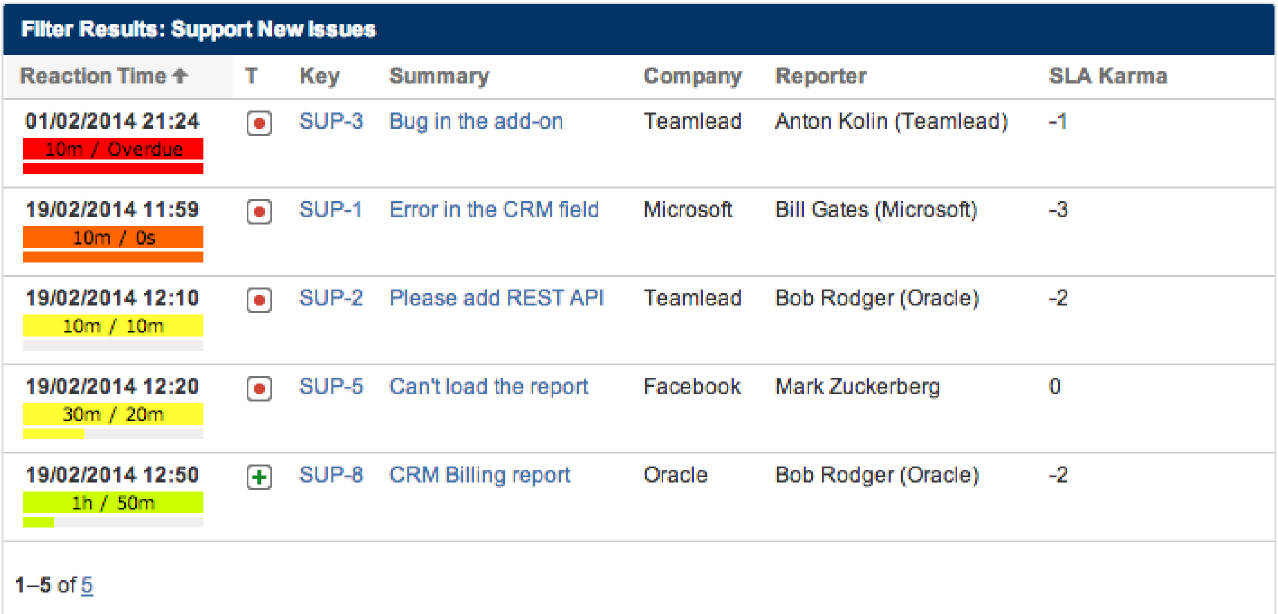
SLA Management

If you want to do the best support in the word, you should manage and control issue reaction time. There is a powerful SLA custom field where you could define your own rules, time intervals, color schemes of priorities and work time calendars.

But SLA couldn't be linked with a company or contact SLA. You can use common JQL-queries to determine rules. For example, you can set up reaction time depends on issue type or project or something else.

You can control SLA violations by special report on the dashboard. Here you can find who is the most bad or well Assignee.

Support



Filter Results: Support New Issues

Reaction Time	T	Key	Summary	Company	Reporter	SLA Karma
01/02/2014 21:24 10m / Overdue		SUP-3	Bug in the add-on	Teamlead	Anton Kolin (Teamlead)	-1
19/02/2014 11:59 10m / 0s		SUP-1	Error in the CRM field	Microsoft	Bill Gates (Microsoft)	-3
19/02/2014 12:10 10m / 10m		SUP-2	Please add REST API	Teamlead	Bob Rodger (Oracle)	-2
19/02/2014 12:20 30m / 20m		SUP-5	Can't load the report	Facebook	Mark Zuckerberg	0
19/02/2014 12:50 1h / 50m		SUP-8	CRM Billing report	Oracle	Bob Rodger (Oracle)	-2

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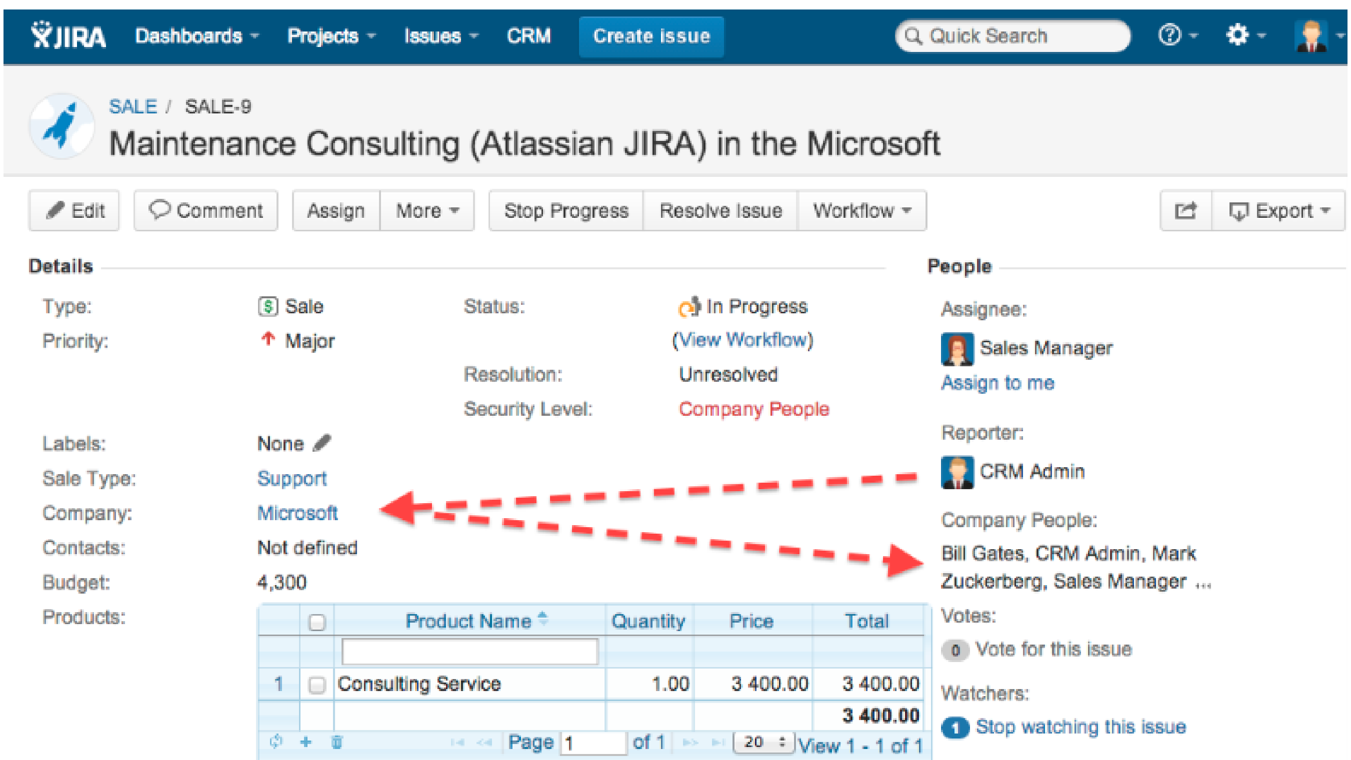


Security Level by Company

Are you doing support for a many companies? Are there a lot of reporters in these companies? You must separate access to their issues!

To do it just add multiuser picker field in the issue and CRM will be done it. All reporter's colleagues will be filled this field. After that you should add this field in a security scheme to prevent access for other people.

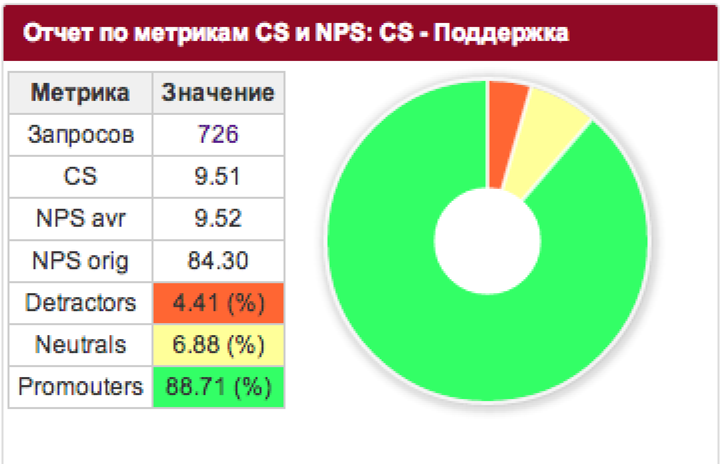
Reporter's colleagues are storing in the company card and when they are changing, issues will be updated automatically.

Customer Satisfaction

If you want listen to customer voices, you should send them a simple survey. There are just two questions:

- What is the our solution like?
- Will you recommend us?

A lot of voices will do your support best. All points are storing in the issue and could be used in a report. Report shows us very useful data: Promoters, Neutrals and Detractors of you service.



Отчет по метрикам CS и NPS: CS - Поддержка

Метрика	Значение
Запросов	726
CS	9.51
NPS avr	9.52
NPS orig	84.30
Detractors	4.41 (%)
Neutrals	6.88 (%)
Promouters	88.71 (%)