

FAQ. JIRA Service Desk

JIRA Service Desk () JIRA, JIRA Service Desk JIRA. JIRA Service Desk 2.0 JIRA 6.3.5 .

- JIRA 6.3.5
- JIRA Service Desk 2.0.2
- JIRA Service Desk JIRA
- JIRA Service Desk
- 12 ()

. JIRA, JIRA Service Desk. JIRA

- , . , . JIRA.

	JIRA	JIRA Service Desk	
(customers)			• • •
(agents)			• • , SLA-, • , • , ,
(collaborators)			• , • • •
(service-desk administrations)			• , • • • Confluence •

Atlassian JIRA Service Desk , , , , , , , ,
JIRA Service Desk, 10 2014 . JIRA Service Desk , JIRA. JIRA Service Desk . JIRA Service Desk : .
JIRA Service Desk .

, Teamlead JIRA Service Desk. [→](#)
 Confluence , Confluence JIRA Service Desk. , JIRA Confluence. , , JIRA Confluence JIRA Service Desk, JIRA Service
 Desk, Confluence.
 (Service Level Agreement, SLA) — , , . , .