# 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

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-  ,     .     ,      .        JIRA.

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

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) —   ,  ,   .     ,  .