

Trusted by over 20,000 IT teams

New service management software that IT teams will love to use.

JIRA Service Desk is easy to use, simple to setup, and has everything you need for IT support and customer service. Get started in minutes.

Try JIRA Service Desk free for 7 days at atlassian.com/service-desk



Simple pricing

Available on cloud or hosted on your own server

SMALL TEAMS

\$10/mo
for up to 3 agents

GROWING TEAMS

\$20/agent/mo
for 4+ agents



For a global team that's doing help desk ticketing, or pretty much anything in IT, JIRA Service Desk really helps us to be efficient and effective as a team.

Alex Stillings
Manager of IT Support Services



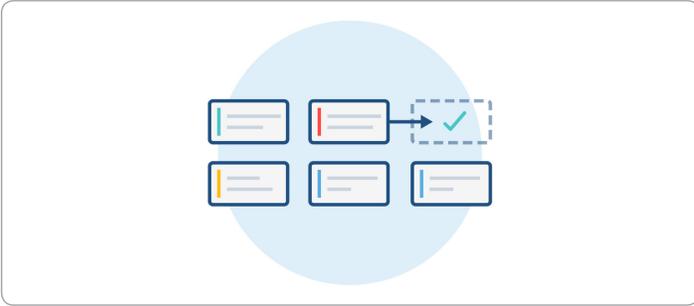
Since deploying JIRA Service Desk, we've had our resolved tickets increase by almost 67 percent, which is a sign that our help desk team is able to actually get more work done.

Nick Cunningham
IT Manager



We rolled out JIRA Service Desk—going from 2 to 22 locations globally—in five weeks. The adoption from the user community was phenomenal.

Gen Kallos
Associate Director of Operations



Powered by the JIRA platform

If your software teams use JIRA Software, you're in luck. Connect IT issues to the dev backlog and get to the root cause of problems before they escalate. Extend your service desk with 1,800+ add-ons from the Atlassian Marketplace.

ITIL certified

Get everything your IT teams need out of the box for service request, incident, problem, and change management. JIRA Service Desk is PinkVERIFY™ certified..

Customer-centric

Extend the power of JIRA to your customers. Customize your help desk and emails with your company's branding, and stay on top of all your customer conversations from different channels in one queue.

Self-service

Give customers an easy way to ask for help. Make it even easier for self-help with smart, automated knowledge base suggestions.

Time to resolution	T	Key	Summary
-0:19		IHD-102	I can't complete my tr
1:36		IHD-100	The flight destination
21:22		IHD-101	Server was down
215:58		IHD-88	New employee MacB
216:11		IHD-91	New employee Amex
216:15		IHD-95	Database error 721 d
216:17		IHD-98	Adobe Photoshop ne

Powerful SLAs

Get the important things done first. Configure your service level agreements, click and get going in minutes.

Automation

Make the robot do it! Automate repetitive tasks so agents can focus on solving the hard stuff.