

Microsoft Dynamics 365 – Jira Project Management Process Template

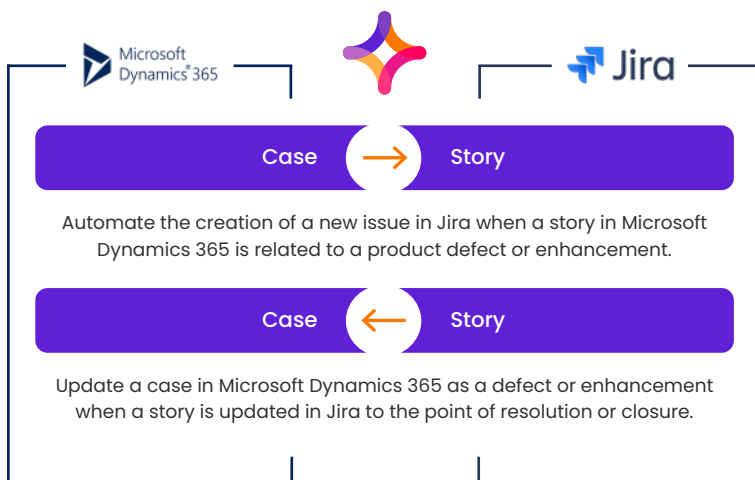


Introduction

When it comes to servicing the needs of both customers and employees, time is of the essence. Customers expect fast resolutions to their issues, or they walk away and find somewhere else to spend their money. Likewise, if a new or veteran employee has an issue that needs to be addressed by service teams, they expect that issue to be resolved with lightning speed to preserve productivity and morale. Development and support teams must work together to fulfill these needs in an accurate and accelerated manner. Unfortunately, both the teams have their own unique tools they use to operate with, which makes it difficult for them to be in unison. The use of multiple tools may lead to time delays, manual errors, quality issues, and unsatisfactory customer experiences.

Jitterbit's Microsoft Dynamics 365-Jira Project Management process template improves collaboration by harmonizing data between Microsoft Dynamics 365 and Jira. Both development and support are able to work closely together, eliminating manual reconciliation of service tickets, and enabling them to be fast, efficient, and accurate in resolving issues. The template automates the creation of a new story in Jira when a case in Microsoft Dynamics 365 is related to a product defect or enhancement. It also updates a case in Microsoft Dynamics 365 as a defect or enhancement when a story is updated in Jira to the point of resolution or closure.

Jitterbit's Microsoft Dynamics 365-Jira Project Management Template is a pre-packaged solution for integrating critical service management data that creates harmony between development and support teams, enabling them to quickly resolve service tickets and provides better process visibility. The template helps boost efficiency and productivity while streamlining cross-team collaboration and improves the overall customer experience.



BUSINESS PROBLEMS SOLVED:

- Automate the creation of a new story in Jira when a case in Microsoft Dynamics 365 is related to a product defect or enhancement
- Update a case in Microsoft Dynamics 365 as a defect or enhancement when a story is updated in Jira to the point of resolution or closure

BUSINESS OUTCOMES

- Harmonization of data between Microsoft Dynamics 365 and Jira, elimination of manual reconciliation with automation
- Acceleration of service ticket resolution, better visibility into ticket queue and status

VALUE TO CUSTOMERS:

- Packaged solution enables speedy service ticket resolution
- Easily customize on top of pre-packaged templates
- Pre-built integrations accelerate deployment time by 50-80%, lowering costs
- Remove siloes between development and support teams and improve cross-team collaboration
- Shorten issue resolution timeframes, decrease human errors attributed to manual data entry
- Enhance customer experience

TEMPLATE WORKFLOWS

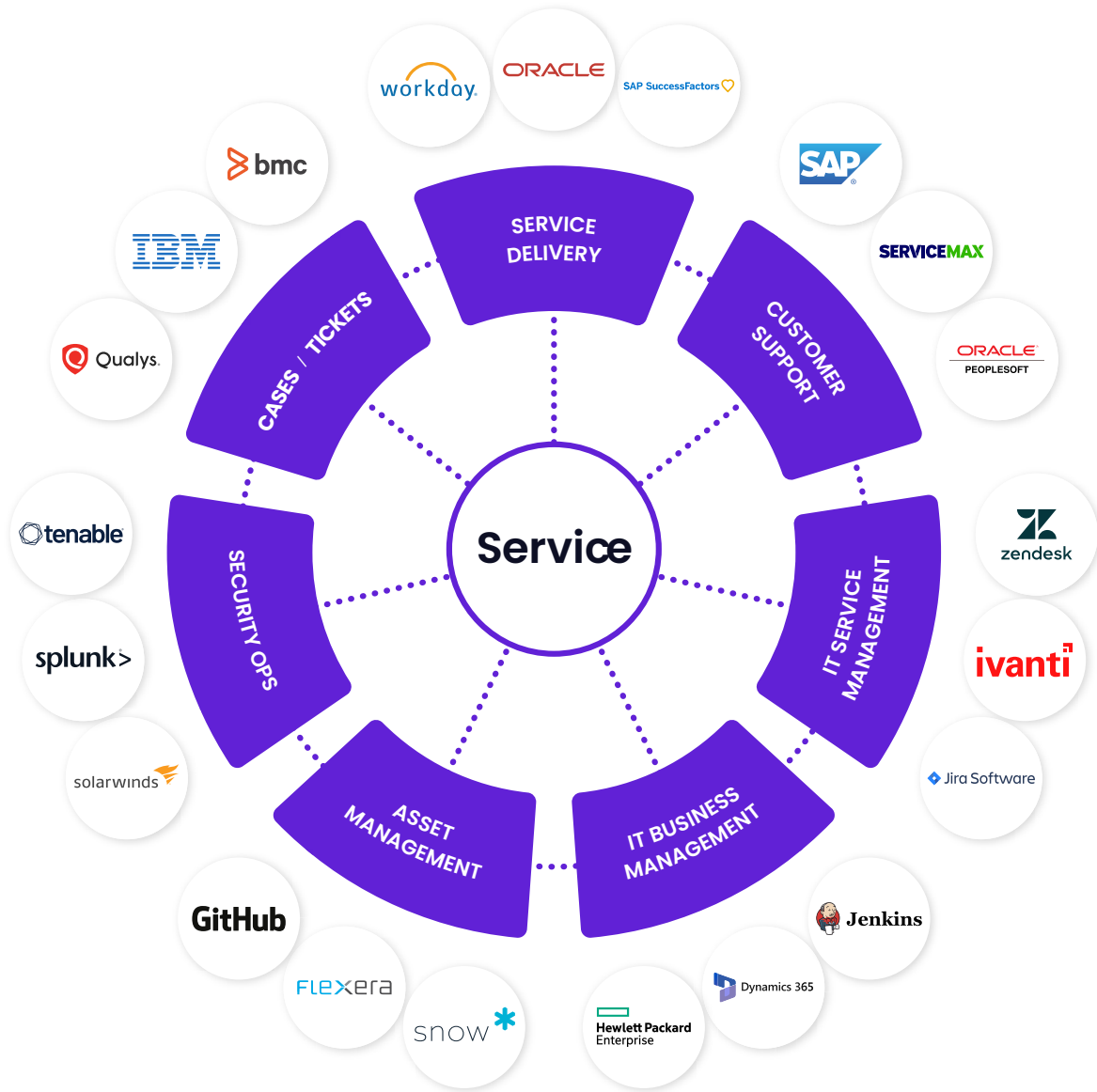
Automate the creation of a new story in Jira when a case in Microsoft Dynamics 365 is related to a product defect or enhancement

- Microsoft Dynamics 365 -> Jira
 - Case created in Microsoft Dynamics 365
 - Story creation in Jira

Update a case in Microsoft Dynamics 365 as a defect or enhancement when a story is updated in Jira to the point of resolution or closure

- Jira -> Microsoft Dynamics 365
 - Story updated in Jira
 - Case updated in Microsoft Dynamics 365

The API Lifecycle of Service



The number of applications used by corporations to manage and improve the customer and employee experience is growing exponentially. Unfortunately, managing them has become a resource-intensive balancing act involving the coordination of multiple sets of employee and service data located in many different applications. To stay competitive, Jitterbit Harmony connects data, people and devices together to streamline service management business processes and enable a seamless Service API360 experience.



Jitterbit empowers businesses to optimize their connectivity and scalability through a single integration and workflow automation platform. Our mission is to turn complexity into simplicity so your entire organization can work faster and more efficiently.

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