

# 从理论到现实

Service Collection

打造企业级统一服务平台








韦京 | 咨询顾问 | UnlimAx



## 分享講師



**韦京**  
咨询顾问

- 2008  UnlimAx
- 2009  Atlassian Partner
- 2013   Platinum Solution Partner  
ENTERPRISE
- 2017  Atlassian Certified Jira Administrator  
for Data Center
-  Atlassian Certified Jira Service  
Desk Administrator
- 2024  Atlassian Certified in Managing Jira  
Projects for Cloud

智能支付终端研发制造企业

终端国内市场份额长期

全球化业务快速扩展领先



# 全球化业务的增长与挑战



**开放**  
构筑生态优势



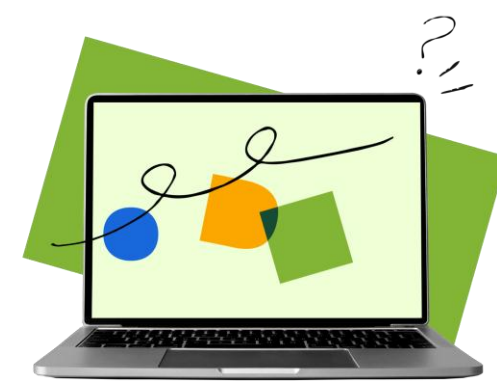
**增长**  
催生多元需求



**压力**  
服务质量如何保证



# 阻碍业务增长的绊脚石



## 信息获取难

信息结构混乱

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## 协作沟通难

邮件沟通效率差  
流程难以统一

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## 系统管理难

系统多，难管理

# 重新定义客户服务体验



## 统一服务入口

- 一个入口访问所有服务
- 展现公司形象
- 账号权限统一管理



## 全球化服务协同

- 客户经理了解客户
- 工作量统一可视
- 标准化服务流程



## 极致服务体验

- 工单及时响应
- 获取客户反馈
- 文档方便获取
- 具备长期服务能力

# 选择正确的工具



Jira Service Management



Confluence

# 选择正确的平台



## 更高的稳定性

服务稳定  
网络稳定  
安全稳定



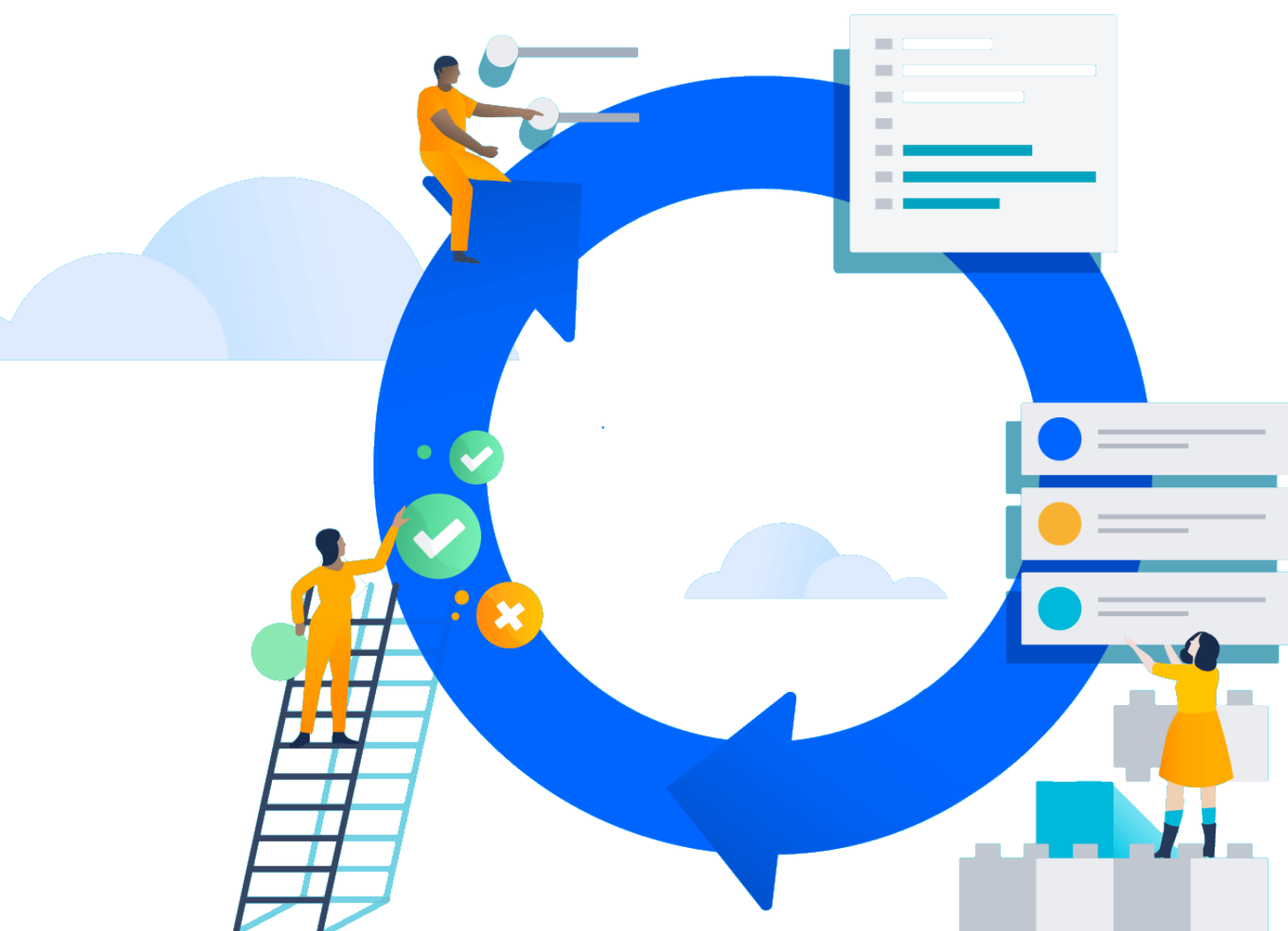
## 更全面的功能

AI 智能  
不断更新的新功能



## 更低的总采购成本

零硬件成本  
零运维成本



# 既是服务平台，也是企业名片



## Good Software Help

How can we help you?

🔍 export

Search all ▾

Unable to **Export** XML Files  
CleverApp

Performance Management  
CleverApp

Exporting Data  
CleverApp

Troubleshooting  
CleverApp

Creating Reports  
CleverApp

Tutorials  
WiseApp for Developers · v1

4 more results

### Our apps



CleverApp

Automate and scale your sales



WiseApp

Manage customer data throughout the



# 重塑知识库：让文档活起来

A screenshot of a software documentation website for 'Good Software'. The page is titled 'Getting Started' and is part of a 'SmartApp / Introduction / Getting Started' breadcrumb trail. The main content area includes a sub-section 'Create a Board' with a paragraph of placeholder text and a list of items. A sidebar on the left contains a navigation menu with categories like 'Getting Started', 'Team Boards', 'Data Visualization', and 'Data Aggregation'. A top navigation bar includes links for 'Support', 'Contact us', and version/language selectors. A search bar is located at the top right. A blue question mark icon is visible in the bottom right corner of the page.

Good Software

Support Contact us 4.0 Premium En

SmartApp / Introduction / Getting Started

## Getting Started

Ready to make your data sing? Learn how to set up your first visualization and add it to a team board.

- Create a Board
- Define a Visualization

### Create a Board

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- Lectus urna dui convallis convallis tellus id.

Introduction

Getting Started

Team Boards

Define a Board

Modify a Board

Copy a Board

Delete a Board

Data Visualization

Define a Visualization

Modify a Visualization

Copy a Visualization

Delete a Visualization

Data Aggregation

Define an Aggregate

Modify an Aggregate

Copy an Aggregate

Delete an Aggregate

Create a Board

Board Naming

Sharing Your First Board

Define a Visualization

Next steps

4.0

3.0

2.0

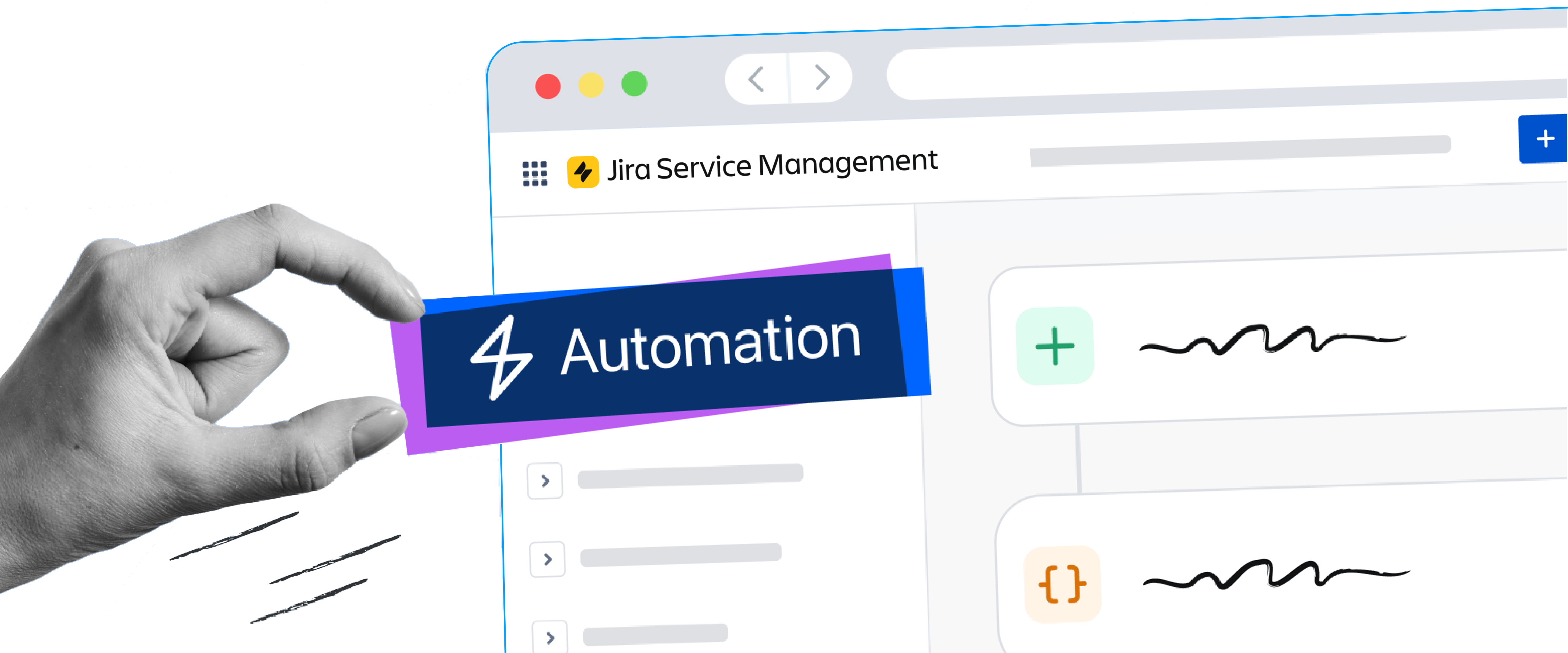
1.1

1.0

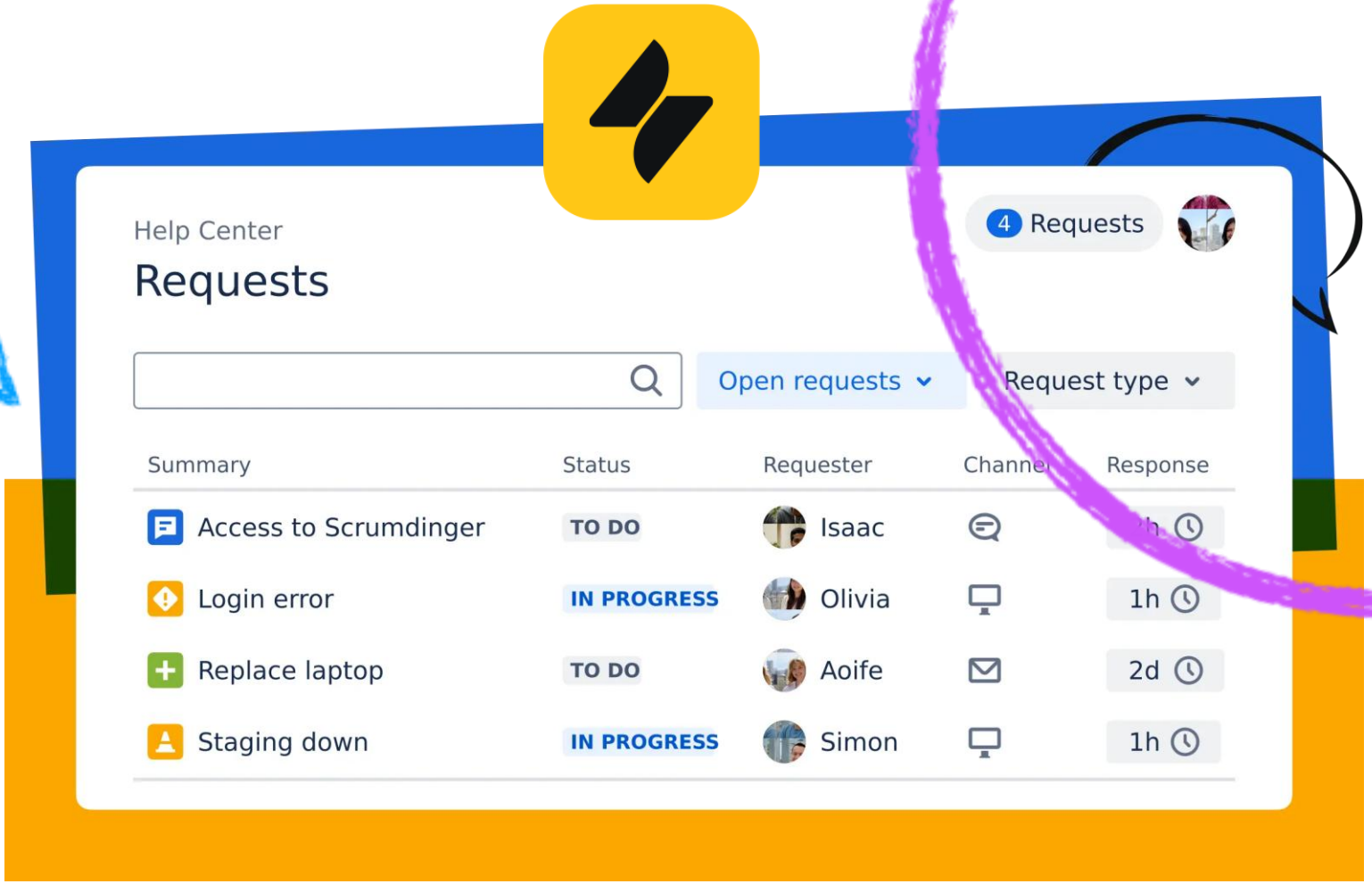
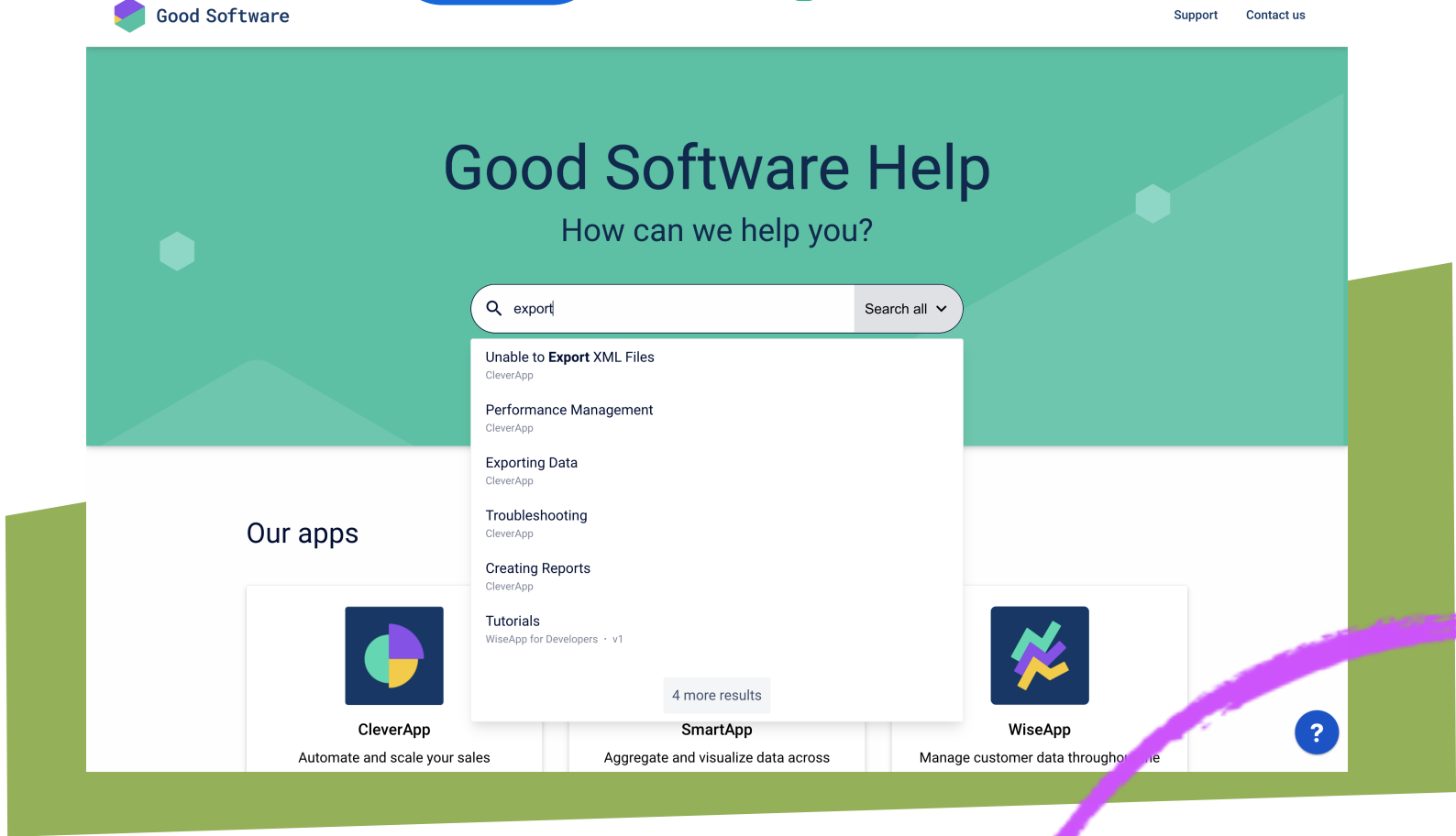
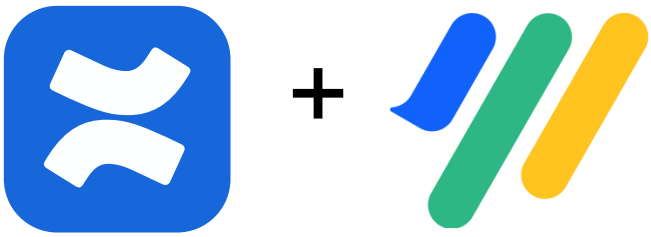
https://example.com

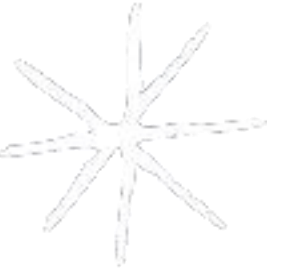
?

# 用自动化重塑服务效率



# 打通最后一公里





# 从平台化，迈向智能化



Jira Service Management



Confluence



Rovo

Confluence

### Vitafleet Customer Roundtable Program Proposal

Overview

Rovo

Rovo

Create a project proposal for Vitafleet's new Customer Roundtable program.

Rovo is thinking...

Describe what you want to know or do next

Can't log in

Brooke Hadwor raised this request via Portal

Description

I can't log into my account. It says my password isn't correct. Could I have help?

IN PROGRESS

#### Suggestions

To solve this work item

Update work item

Set Bradley Phillips as assignee @Bradley Phillips

Apply

Update priority from Low to High

2 similar work items (ITSD-231, ITSD-111) have used High priority.

Apply Dismiss

Bradley

Uses AI. Verify results.

# AI 已经改变我们的工作方式

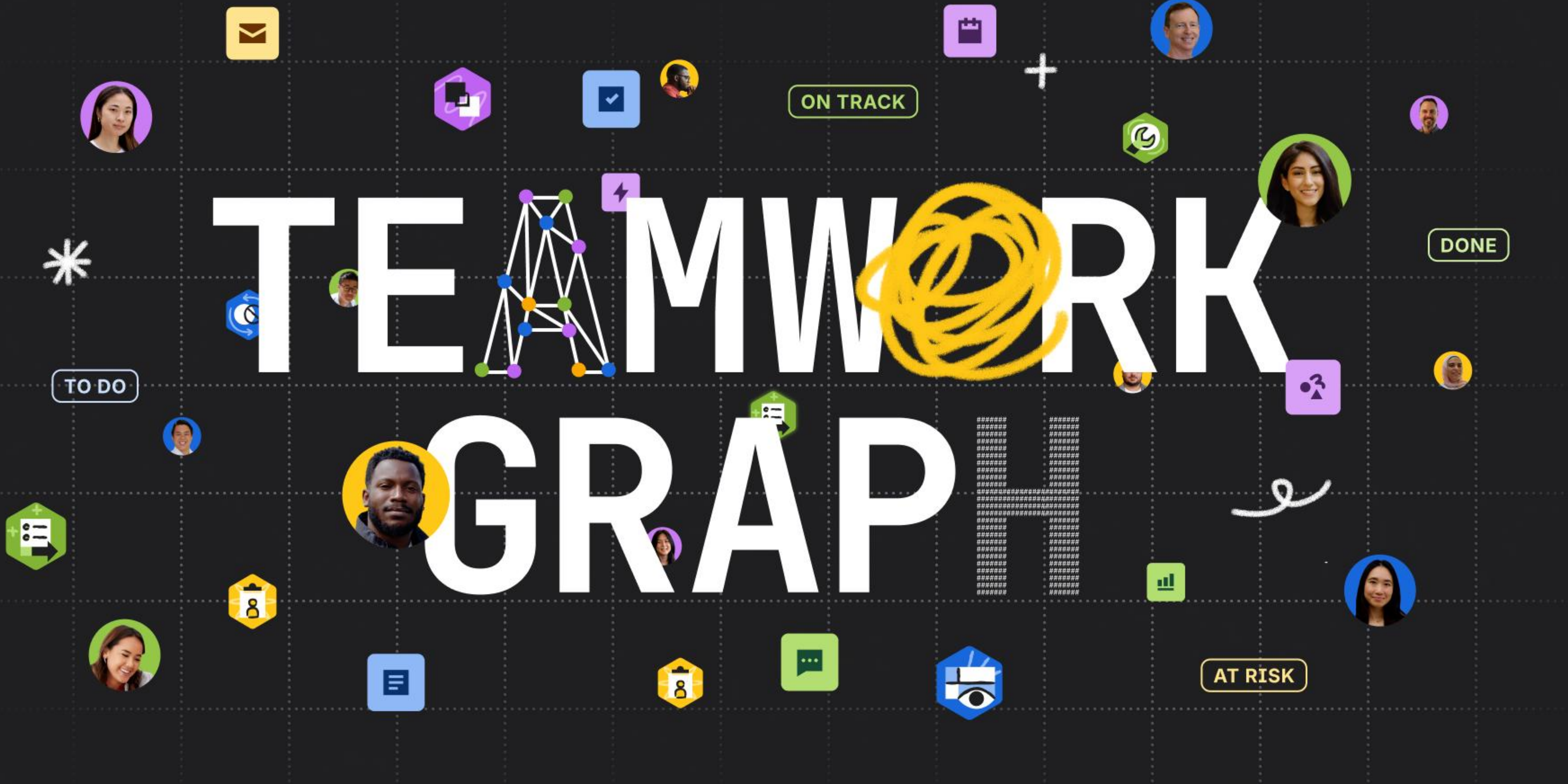
# TEAMWORK GRAP

ON TRACK

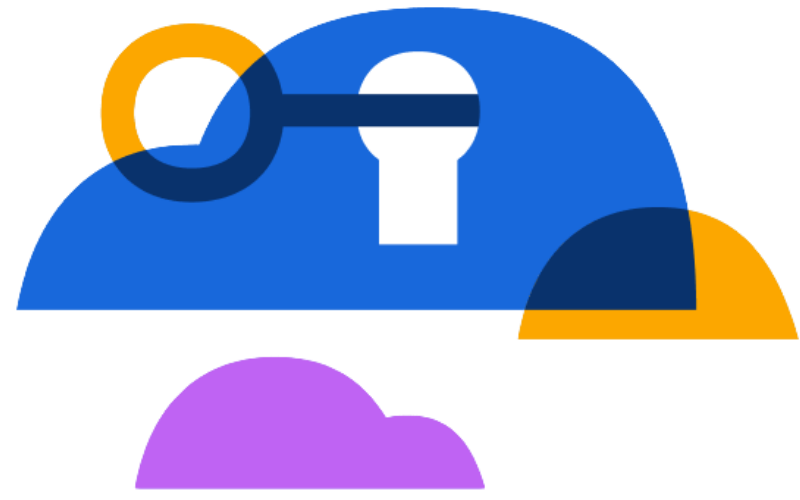
DONE

TO DO

AT RISK



# 总结



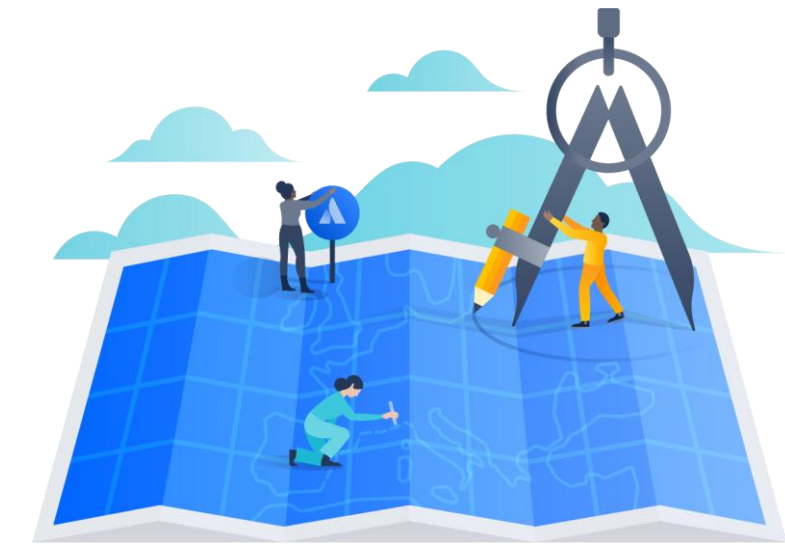
## 稳定性第一

服务不间断的重要保证



## 打破孤岛

知识、流程、数据与 AI 要协同运作。



## 善用生态

通过 Marketplace 插件快速扩展能力，实现更低成本、更快落地。

# 回归本质

## 从“维护系统”回到“服务业务”





Service collection 包含知识库功能吗?

包含

不包含

**Thank you!**

The background features several colorful geometric shapes: a blue L-shaped piece in the top-left, an orange trapezoid at the top, a green trapezoid at the top-right, a purple trapezoid on the right, a blue trapezoid at the bottom-right, an orange trapezoid at the bottom, and a green trapezoid at the bottom-left. A horizontal brushstroke underline in blue, orange, and green is positioned below the text.