# valiantys

Artificial Intelligence

Boost your team performance with Atlassian Intelligence and Rovo

Discover how Artificial Intelligence (AI) enhances project management through the Cloud, offering benefits such as time savings, fast information retrieval, and improved team alignment.

Summary of the workshop "Boost your team performance with AI and Atlassian," presented during the **Valiantys Enterprise Day 2024 in Paris** by **Aude Alberio**, Senior Solutions Engineer at **Atlassian**, and **Julien Avarre**, Pre-sales at **Valiantys**.
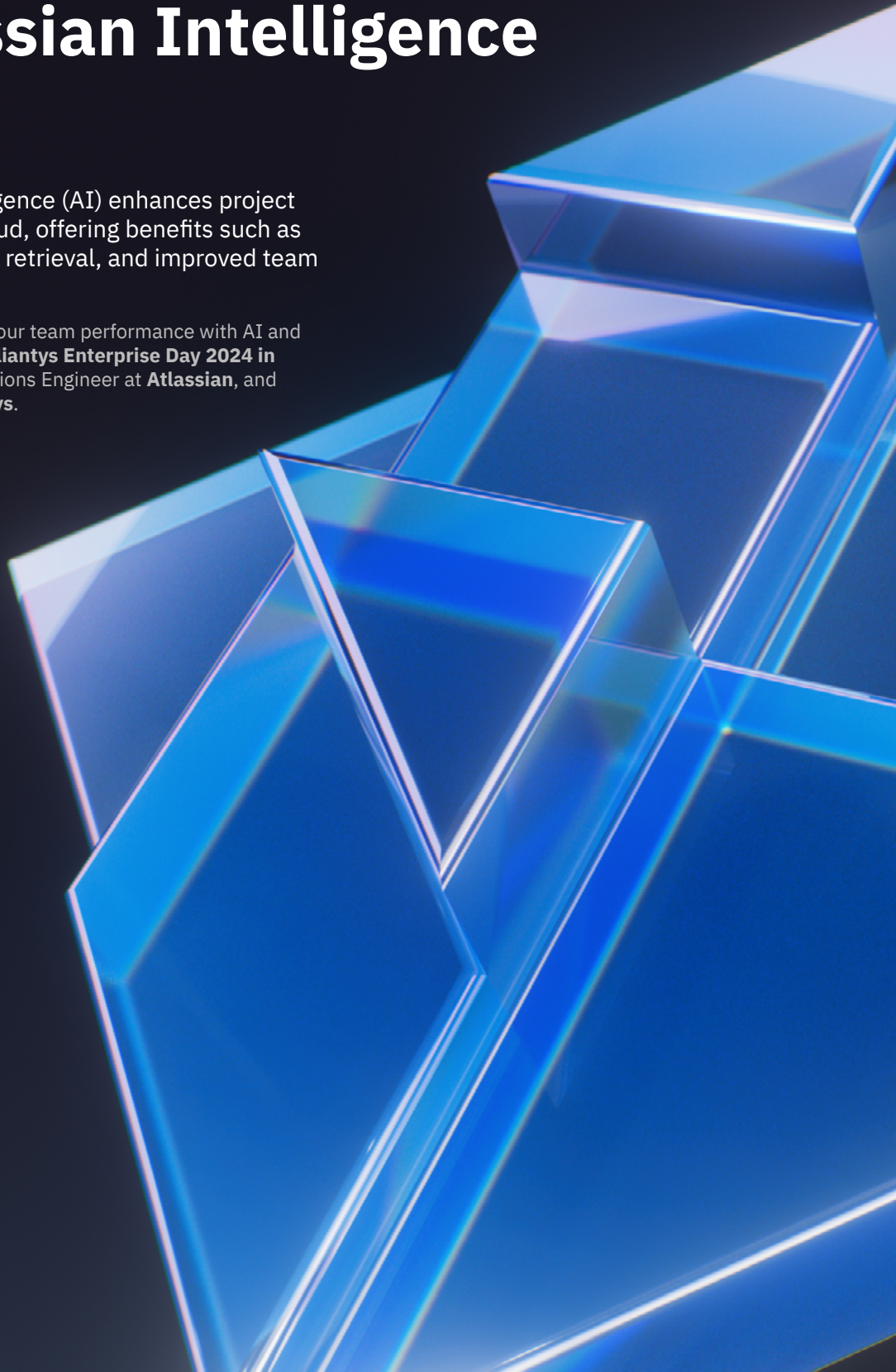
Rovo: Atlassian Cloud's Generative AI Tool

In early November 2024, Atlassian launched Rovo, its new AI-powered service at the core of its vision for the System of Work in the Atlassian Cloud. Rovo enhances collaboration by maximizing team efficiency through its understanding of your organization's goals and knowledge. It delivers relevant suggestions and assists you at every step of your projects while ensuring data security and giving users complete control.

When combined with Atlassian Intelligence—which automates repetitive tasks and delivers optimized outcomes—Atlassian is revolutionizing collaboration, making projects smoother and more efficient.

> "At no point are your data used via Rovo. Our security experts work with all our clients to ensure this."
>
> **Aude ALBERIO,** Senior Solutions Engineer at **Atlassian**

The solution that simplifies and accelerates team projects

Atlassian began with a simple observation: when teams launch a project using Atlassian Intelligence, users save over 45 minutes per week. Additionally, 77% of users report saving time thanks to Atlassian Intelligence's advanced search features. **Atlassian Intelligence and Rovo were developed to address three key challenges teams face when starting a project:**

1	2	3
Lack of time and availability	**The need to find reliable information efficiently**	**The necessity of aligned collaboration across different teams**

Valiantys Support

The Valiantys team supports users of Atlassian Intelligence and Rovo, helping them maximize the potential of these solutions based on their specific roles and needs. With dual expertise in Atlassian tools and a deep understanding of team dynamics in cloud projects, Valiantys serves as a key partner in guiding users through the functionalities of Atlassian Intelligence and Rovo. The opportunities to optimize collaboration and communication within teams are immense.

Valiantys anticipates challenges and helps teams master these new tools, tailoring support to their precise needs and roles. The goal is simple: to equip teams with the tools they need to make informed decisions and act effectively.

Three Complementary Features

Rovo offers three features that accelerate search, learning, and action across Atlassian and third-party products: Search, Chat, and Agents.

Rovo Agents

Rovo Agents are virtual teammates powered by artificial intelligence, designed with specific goals, knowledge scopes, and tones. They provide teams with specialized and customized knowledge tailored to the organization's workflows and processes. Teams can choose from pre-existing Rovo Agents, customize them, or create more complex agents to suit their unique needs.

Rovo Search

This feature allows natural language searches across multiple tools simultaneously without switching contexts. With Rovo Search, teams gain unified, global data and additional context to make informed decisions.

Rovo Chat

Rovo Chat is ideal for asking questions, generating ideas, receiving feedback, and solving problems. It leverages company data, whether stored in Atlassian Cloud or connected third-party products, to enhance understanding and enable interaction with content for maximum benefit.

> "Atlassian Intelligence isn't here to replace teams or employees but to support them in their daily tasks and enhance productivity. It streamlines collaboration and provides a global view of information."
>
> **Julien AVARRE,** Pre-Sales at **Valiantys**

These three Rovo features empower teams to transform the information stored in Atlassian Cloud and third-party products into actionable opportunities. They always act under user control and request permissions before performing searches or assisting with actions.

Key Components of Rovo

To deliver a comprehensive and high-quality service, Rovo is built on two main elements:

- ◆ The **Teamwork Graph technology** forms an accurate network of all elements and user permissions across Atlassian tools, enabling relevant and precise results;
- ◆ **Atlassian Cloud technology;**
- ◆ Through APIs and **third-party integrations,** Rovo extends its scope beyond Atlassian applications, providing even more context and relevance.

Use Case: Utilizing Atlassian Intelligence and Rovo on an App Development Project

Valiantys supported a company specializing in logistics for the healthcare sector in developing an application that serves as a client inventory portal, leveraging AI. All departments involved in the app's launch collaborated within a dedicated Confluence space.
Here's how Atlassian Intelligence and Rovo provided practical, day-to-day support to help the company launch the app easily and quickly:

Veronica
Product Manager

Role: Ensure that her team launches the app on time and with the right features.

Needs	Resolutions
Identify the work to be done from the Confluence space	The virtual assistant suggested a User Story in the project, including a description, an Issue Type, and a summary.
Divide the work into clear, manageable tasks with a high-quality standard.	The virtual assistant created the tickets and added all the corresponding information to the tasks ensuring the development team had all the necessary elements.
Manage the addition of new features	To gather additional information, the virtual assistant suggested new options through the «split into subtasks» function.
Extract requests from audio files sent to Veronica after the project launch	Rovo Chat handled the audio files, extracted the information, and provided it to Veronica.

Gabrielle
Director of Engineering

Role: Ensure that her team develops and deploys the new client portal for the app.

Needs	Resolutions
Improve understanding and communication about a bug (via Loom and AI) to resolve it.	Loom facilitated asynchronous video sharing. Gabrielle recorded a Loom video to reproduce and explain a bug. The AI extracted all relevant information about the bug and the steps to reproduce it, then created a Jira ticket containing the video for her team to resolve.
Accelerate the software development process.	The Rovo agent «AutoReview» (available in 2025) will help accelerate the pull request cycle time. It will assist the agent in reviewing the code before deployment by analyzing it and providing suggestions for the development phase.

Needs	Resolutions
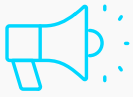
Bryan
Marketing Director

Role: Create a marketing campaign for the app launch and announce its commercialization

Needs	Resolutions
Brainstorm and collaborate with your teams on the content to create for this campaign.	Bryan opened a Whiteboard on Confluence to brainstorm. He asked the virtual assistant to generate additional ideas and categorize them by themes. The assistant created a report using the «summary» function. Bryan then used Rovo Chat to draft a press release and outline a webinar to introduce the app to clients. Additionally, Rovo Chat created a brief for influencers.
Review and approve the content before its release.	To ensure that the influencer content aligned with the guidelines, Rovo analyzed all the posts before their release.

Mickaël
IT Support Manager

Role: Handle all open tickets once the app is launched and respond to requests.

Needs	Resolutions
Increase efficiency and response quality through automation, sort support tickets, and quickly address customer needs.	Mickaël implemented a Help Desk using the virtual agent on Jira Service Management. The virtual agent answers repetitive questions, saving time JSM or ITSM agents use the virtual assistant's features: when requests arrive in the email inbox, the virtual assistant sorts and redirects them to the appropriate queues after analyzing customer sentiment (positive or negative). Rovo Chat summarized ticket details and drafted responses for agents.

Bradley
Incident Manager

Role: Ensure the optimal handling of incidents.

Needs	Resolutions
Detect and escalate incidents.	The virtual assistant consolidates alerts and initiates incident creation in the project. When alerted, all relevant information is available in JSM. Jean can trigger the «Major Incident» feature to activate a robotic agent and initiate an automation process.
Involve the right people and find solutions to resolve the incident quickly.	The Rovo agent opens a dedicated Slack channel for the incident to bring together all involved parties. It suggests actions, provides relevant documents, recommends participants, and facilitates collaboration.
Once resolved, track the incident to prevent it from recurring.	Rovo creates a Confluence page documenting the incident to share insights and prevent recurrence.

Summary

Rovo accelerated the client's application launch at every level. The alignment of teams, facilitated by Rovo, resulted in significant time savings and a substantial reduction in stress. Each business team now benefits from personalized virtual assistants that provide daily support. Valiantys brings unique expertise in understanding business needs, accurately translating them, and bringing them to life through the power of Rovo.

About Valiantys

Valiantys is the leading global IT consulting and services firm dedicated to Atlassian. We drive business transformation by digitizing processes and helping teams modernize collaboration, leveraging our unmatched expertise in Atlassian technologies. As a recognized Specialized Partner, we deliver solutions in AI, Cloud technology, Enterprise Strategy, and Enterprise Service Management. Because we believe that true teamwork extends beyond tools, we bridge the gap between applications and processes with change management. Over the past 15 years, we've helped more than 5,000 clients achieve measurable success with improved collaboration and faster outcomes.

Find out how we can help you get the results you need at www.valiantys.com