

# Jira Service Desk

## Queue Manager

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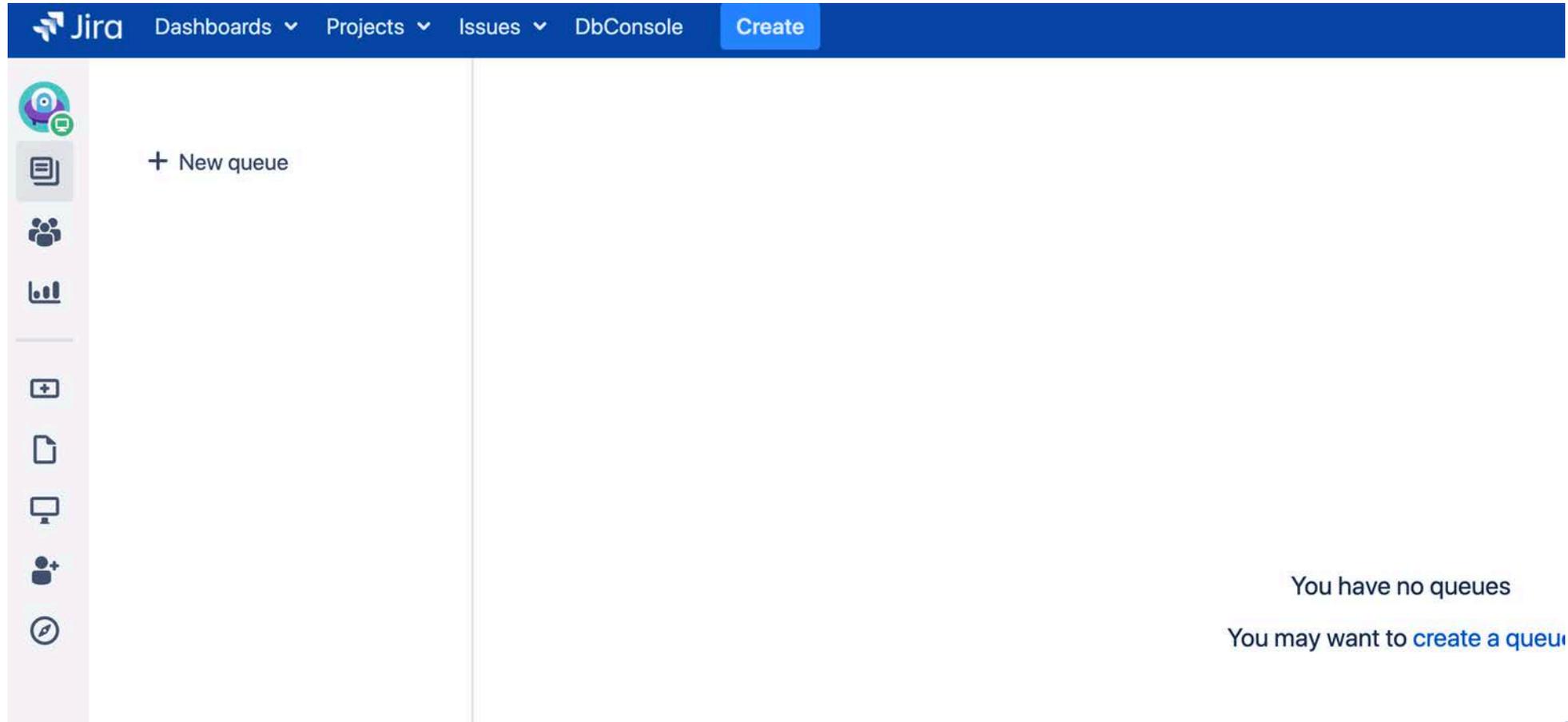
# Wieso? Weshalb? Warum?

# Ein neuer Service Desk wird geboren

The screenshot shows the Jira Service Desk interface. At the top, there is a navigation bar with 'Jira' logo, 'Dashboards', 'Projects', 'Issues', and 'DbConsole' menus, and a 'Create' button. On the left, a sidebar contains navigation icons for home, issues, users, reports, and other tools. The main content area is titled 'All open' and displays a table of issues. The table has columns for 'Time to resolution', 'T', 'Key', 'Status', and 'Summary'. One issue is visible with a resolution time of '-2w', key 'BTSD-1', status 'WAITING FOR SUPPORT', and summary 'What am I looking at?'. Below the table, it indicates '1-1 of 1' items.

Time to resolution	T	Key	Status	Summary
-2w		BTSD-1	WAITING FOR SUPPORT	What am I looking at?

# Ein neuer Service Desk wird geboren



# Ein neuer Service Desk wird geboren

The screenshot shows the Jira 'New queue' configuration page. The top navigation bar includes 'Jira', 'Dashboards', 'Projects', 'Issues', 'DbConsole', and a 'Create' button. A search bar is on the right. The left sidebar has a '+ New queue' link and various navigation icons. The main content area is titled 'New queue' and contains the following elements:

- Name:** A text input field.
- Issues to show:** A filter bar with dropdowns for 'More', 'Type: All', 'Status: All', 'Resolution: All', and 'Label: All'. It also includes an 'Order by' dropdown and an 'Advanced' link.
- Columns:** A bar with dropdowns for 'More' and selected columns: 'Key', 'Summary', 'Created', 'Updated', and 'Due Date'.
- Buttons:** 'Create' and 'Cancel' buttons.
- Table:** A table with columns 'Key', 'Summary', 'Created', and 'Updated'. It contains one row: 'BTSD-1' with summary 'What am I looking at?', 'Created' date '10/Apr/19', and 'Updated' date '10/Apr/19'.
- Footer:** '1-1 of 1' indicating one queue is listed.

# Ein neuer Service Desk wird geboren

Jira Dashboards ▾ Projects ▾ Issues ▾ DbConsole **Create** Search

+ New queue

## New queue

Name  
Meine Probleme

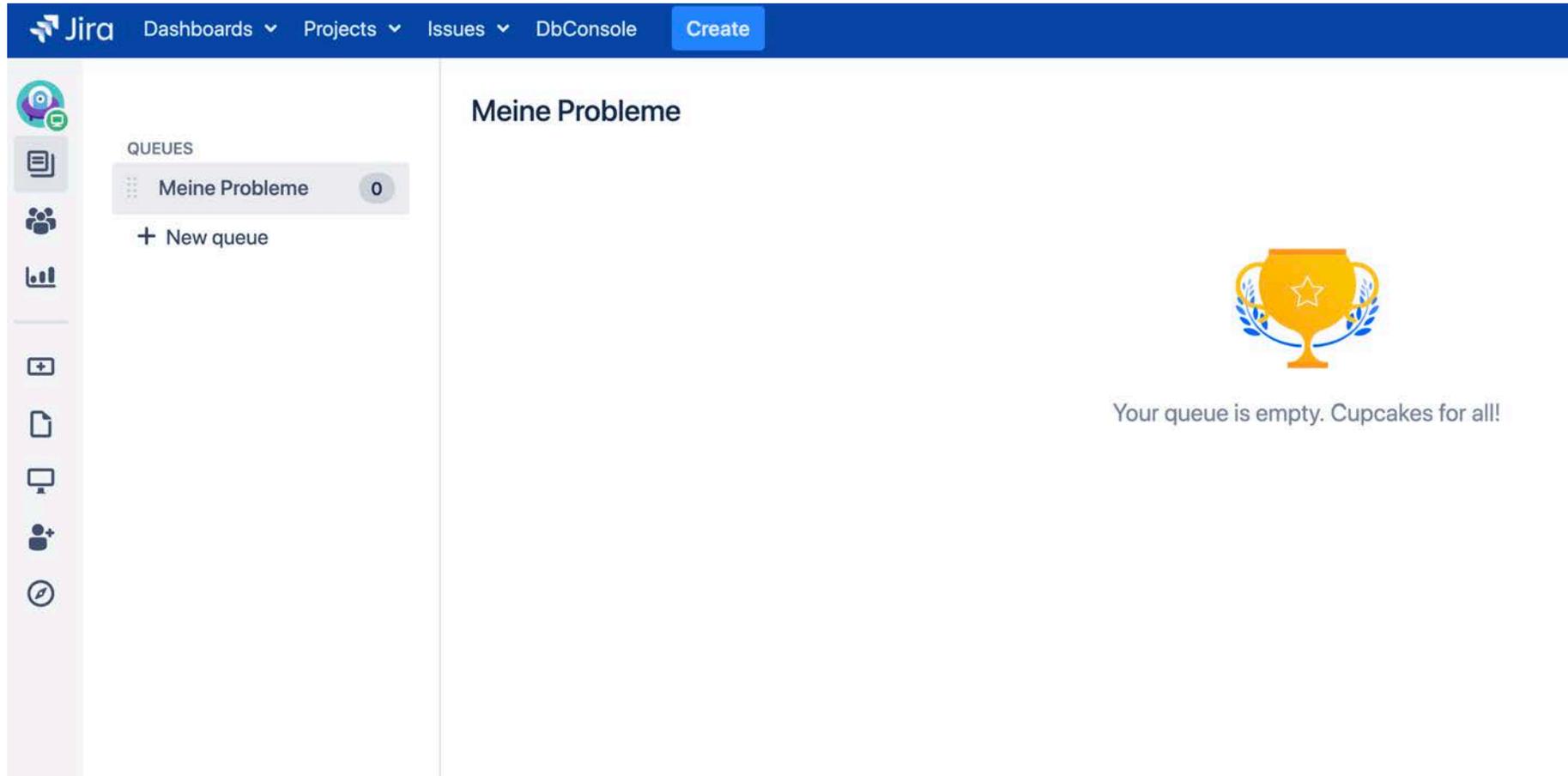
Issues to show  
More ▾ Problem ▾ Status: All ▾ Unresolved ▾ Label: All ▾ Order by ▾ ↑ Advanced  
Assignee: Current User ▾ ×

Columns  
More ▾ Key × Summary × Created × Updated × Due Date ×

**Create** Cancel

Welcome to the Meine Probleme queue!

# Ein neuer Service Desk wird geboren



The screenshot displays the Jira Service Desk interface. At the top, a blue navigation bar contains the Jira logo, menu items for 'Dashboards', 'Projects', 'Issues', and 'DbConsole', and a 'Create' button. On the left, a vertical sidebar lists various icons for navigation. The main content area is titled 'Meine Probleme' and shows a 'QUEUES' section with a list item 'Meine Probleme' containing a '0' in a circle, and a '+ New queue' link. Below this, a large yellow trophy icon is centered, with the text 'Your queue is empty. Cupcakes for all!' underneath it.

# Ein neuer Service Desk wird geboren

The screenshot shows the Jira 'New queue' page. The top navigation bar includes 'Jira', 'Dashboards', 'Projects', 'Issues', 'DbConsole', and a 'Create' button. A search bar is on the right. The left sidebar has a '+ New queue' link and several icons. The main content area is titled 'New queue' and contains a form with the following fields:

- Name:** An empty text input field.
- Issues to show:** A row of filters: 'More', 'Type: All', 'Status: All', 'Resolution: All', 'Label: All', 'Order by', and an 'Advanced' link.
- Columns:** A row of column headers: 'More', 'Key', 'Summary', 'Created', 'Updated', and 'Due Date'.

Below the form are 'Create' and 'Cancel' buttons. At the bottom, there is a table with one row of data:

Key	Summary	Created	Updated
BTSD-1	What am I looking at?	10/Apr/19	10/Apr/19

Below the table, it says '1-1 of 1'.

# Wieso? Weshalb? Warum?

- Als Administrator eines Service Desks, möchte ich bestehende Queues wiederverwenden können

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Time to resolution	T	Key	Status	Summary
-2w		ITSD-1	WAITING FOR SUPPORT	What am I looking at?

# Wieso? Weshalb? Warum?

- Als Administrator eines Service Desks, möchte ich bestehende Queues wiederverwenden können
- Als Administrator eines Service Desks, möchte ich auf bestehende Queues aus anderen Projekten zurückgreifen können

Navigation sidebar with icons for Home, Lists, People, Reports, Add, Documents, Monitor, Add People, and Settings.

## Meine Probleme

[Edit queue](#) [Delete queue](#)

- QUEUES
- Meine Probleme 0
- + New queue
- Copy Queue



Your queue is empty. High five your neighbour!

**Noch mehr?**

Navigation sidebar with icons for Home, Lists, People, Reports, Add, Documents, Monitor, Add User, and Settings.

## My new Queue 2

[Info] [Edit queue](#) [Delete queue](#)

- QUEUES
- Meine Probleme 0
- My new Queue 0
- My new Queue 2 0**
- + New queue
- Copy Queue



Your queue is empty. High five your neighbour!

**Danke!**

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