

**CAMUNDA  
CON  
2022**

# Atlassian Support Bot Using Camunda



October 2022

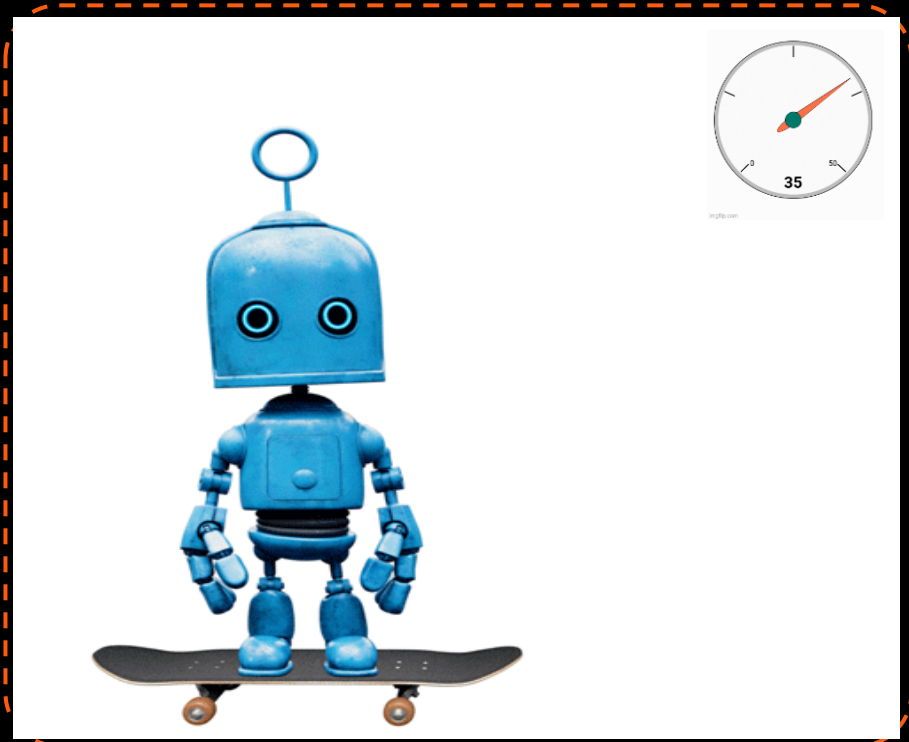
**Brajesh Bharti,**  
Senior Engineer, Intelligent Automation

**Atlassian**

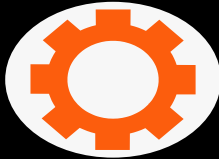


# Suzie, our beloved bot helps in

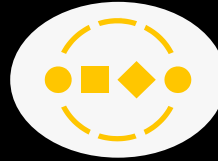
- **Configuring policy for Business Users**
- **Quoting Process for Atlassian Products**
- **Activating/Deactivating the subscriptions**
- **Auditing and Licence reporting for End Customer**



# RPA Challenges



Absence of OOTB Orchestration layer for End to End workflow



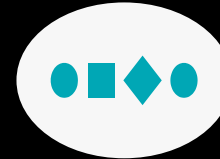
Pull based Scheduled Processing instead of real time processing



Not Suitable for long-running processes



Substantial amount of maintenance



Dependency on Developers

# How Camunda helped



Orchestration  
layer for the  
workflow



Near real-time  
response



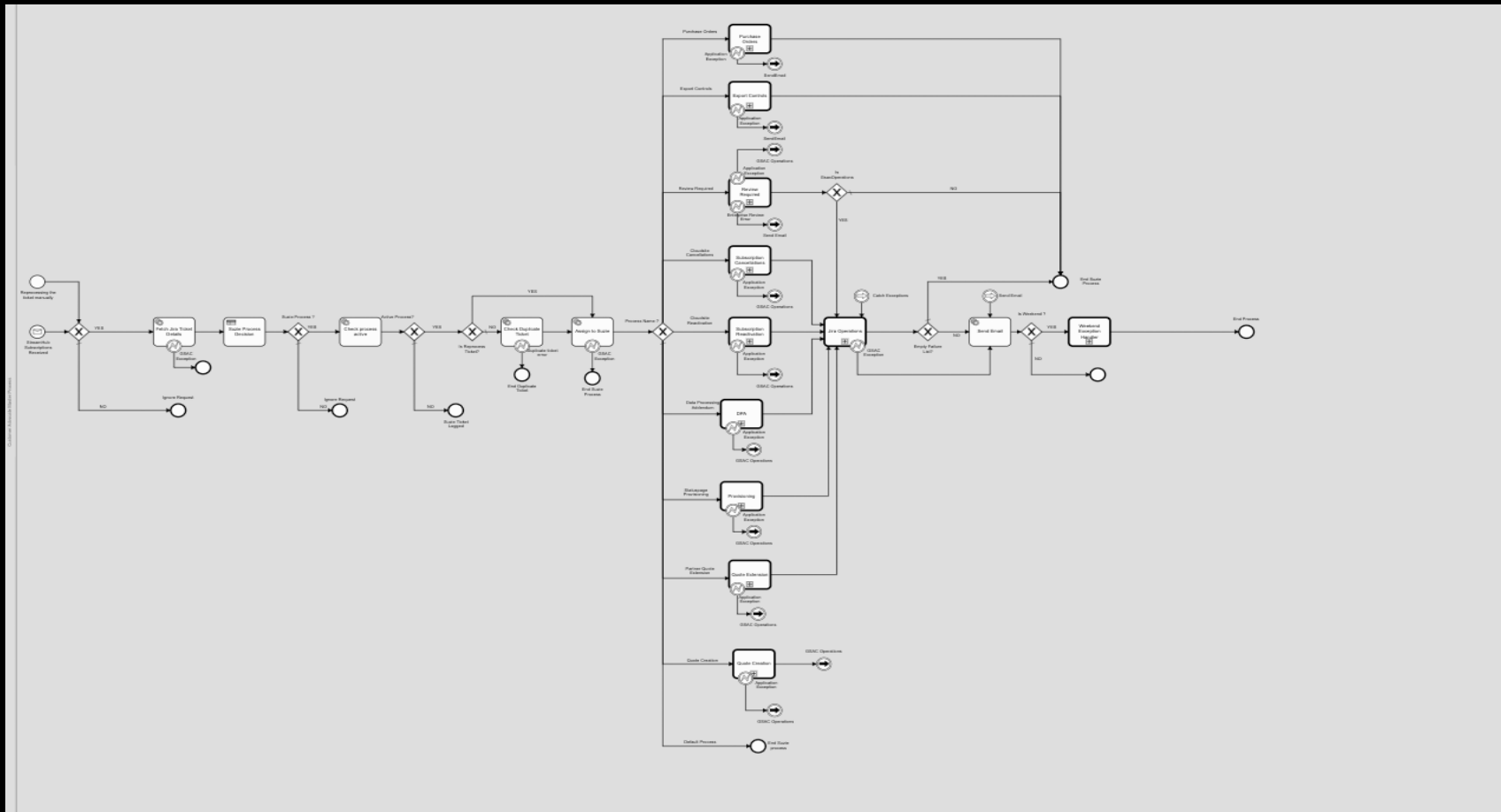
Flexible  
architecture  
enabling  
integration with  
other system



Developer  
friendly i.e.  
easy to use



Visualization of  
Business  
process



# Case Study 1

## Quoting Process



### Challenges

- Not able to provide the quick response to the customer
- Delay in closing the business deals
- Lack of tooling for a holistic view to drive better and more business insights



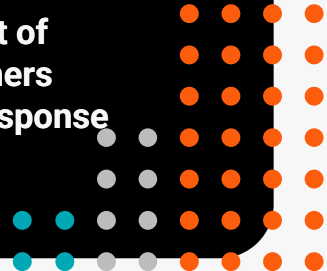
### Solution

- Handle the event based triggers
- Integrate RPA with Camunda's orchestrator
- Handle the long running processes
- Reporting through Optimize



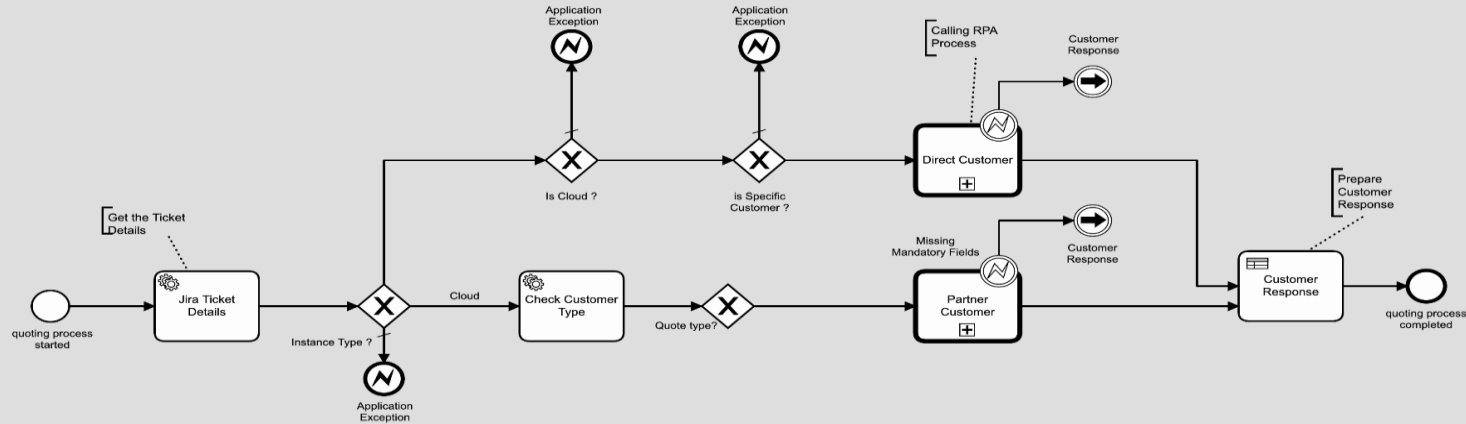
### Outcomes

- Suzie can handle 80% of tickets
- Turn Around time for quoting requests is reduced by ~ 93%
- Winning the trust of potential customers through quick response times

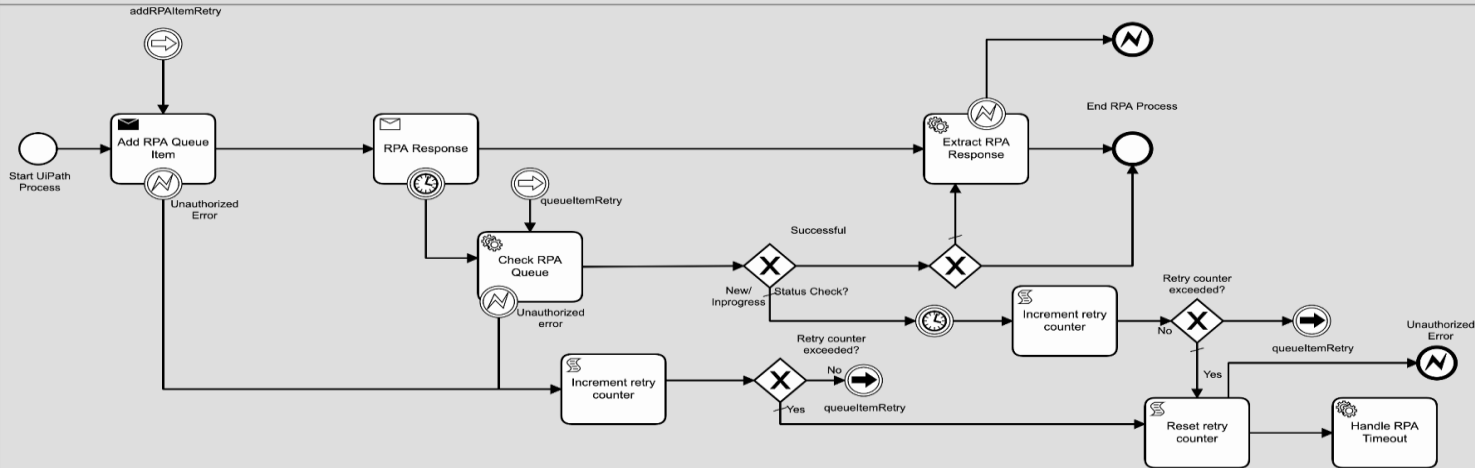


# Quoting Sub-Process

Quote Creation



RPA Sub Process



# Case Study 2

## Human in The Loop



### Challenges

- Input data that bot couldn't understand
- Processes where human intervention is necessary, such as manual reviews
- Business exceptions which need human intervention but bot can still handle the major part of processing



### Solution

- Integrated NLP/ML to handle unstructured data
- Leveraged capability to handle long running processes
- With Human intervention able to handle the business data exception



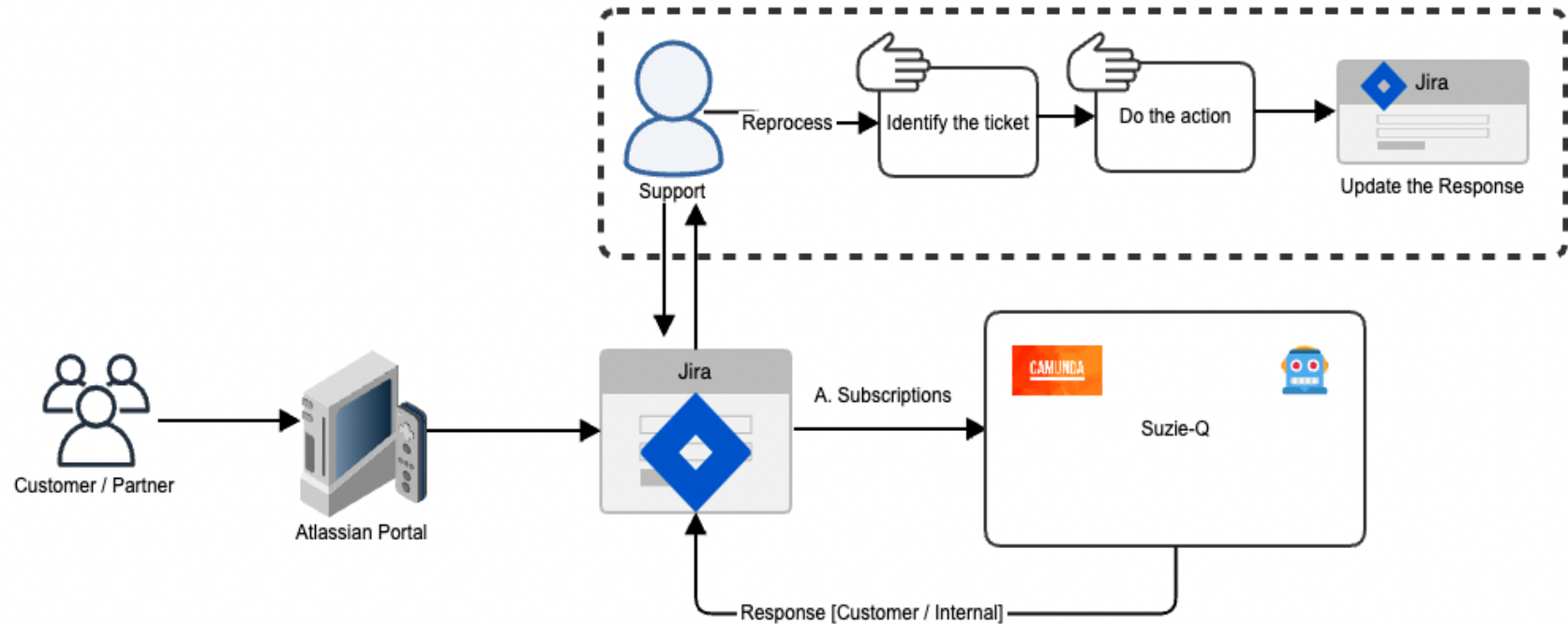
### Outcomes

- Data accuracy and improved resolutions
- User/group is able to approve the Quote/Refund/etc
- Simplified exception handling

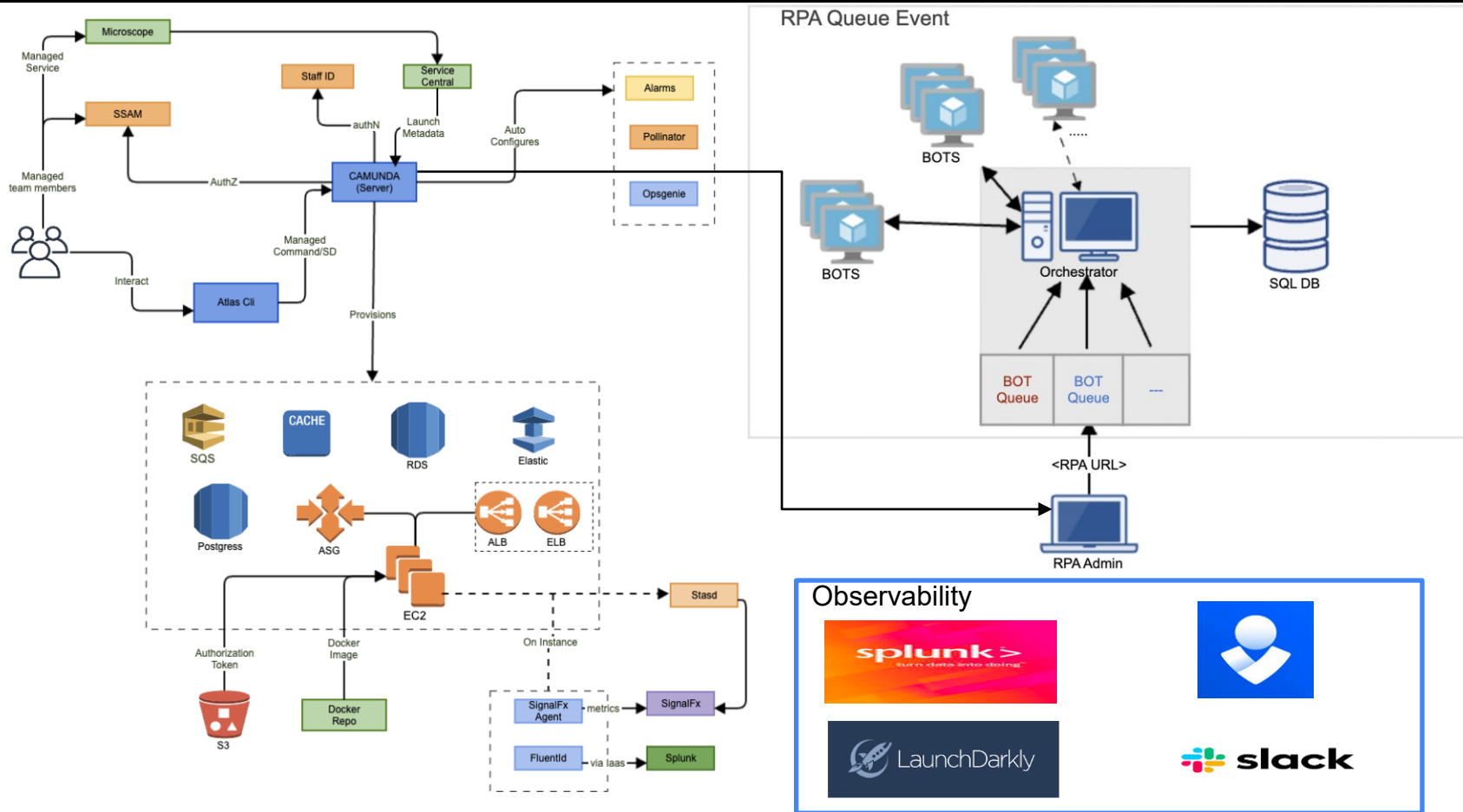




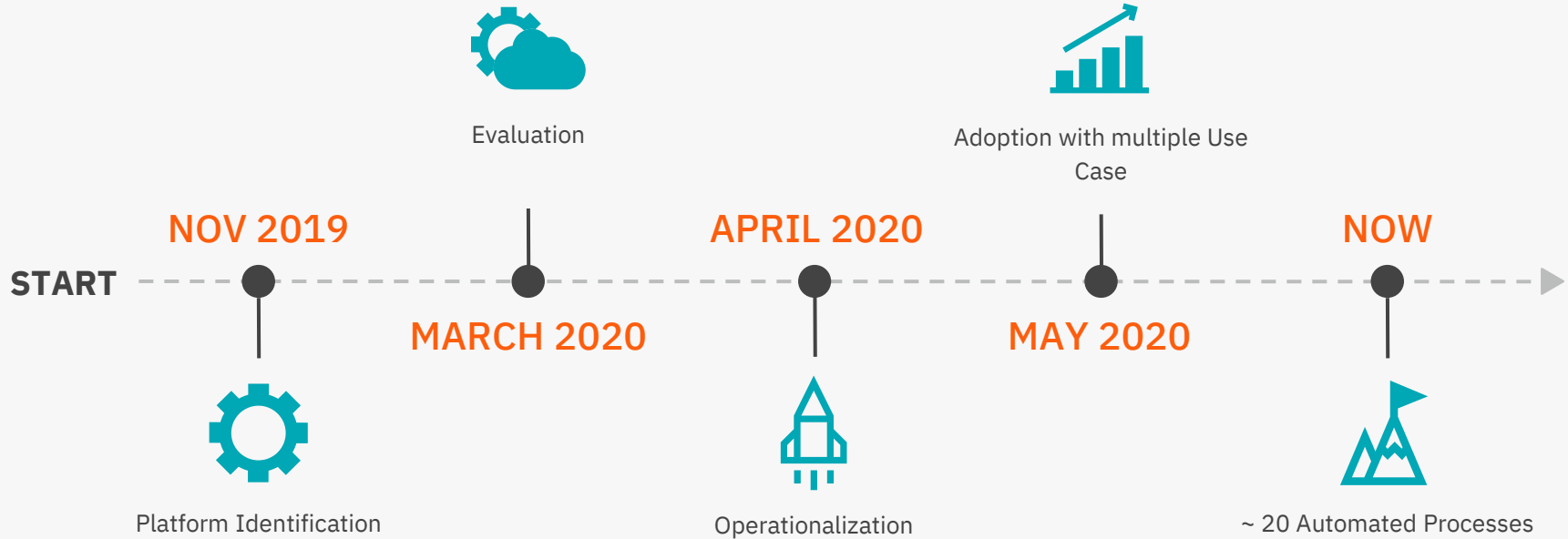
# HITL Process



# Technical Architecture



# Camunda With Suzie Journey So Far...



# Customer Satisfaction

 [REDACTED] added a comment - 21/Jul/22 7:56 PM

Hi Suzie,

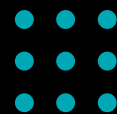
Thanks indeed for the fastest response I ever received from a support line! 😊

Best Regards,  
[REDACTED]

[REDACTED] added a comment - 22/Jul/22 4:05 AM

Thank you Suzie!

That was the world's fastest support email reply, thank you so much!



# THANK YOU



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