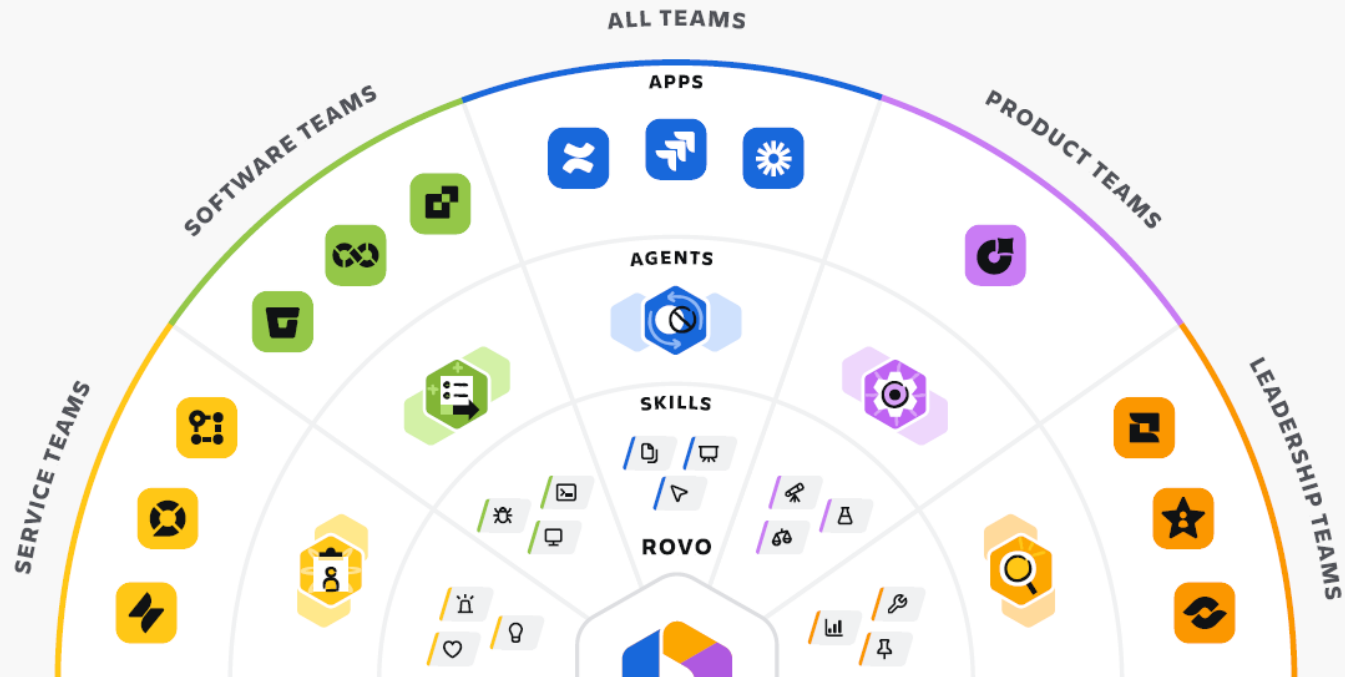


Was es benötigt, um GenAI & Agentic AI erfolgreich einzusetzen



Rebekka Heilmann
Philipp Barry



PLATFORM APPS

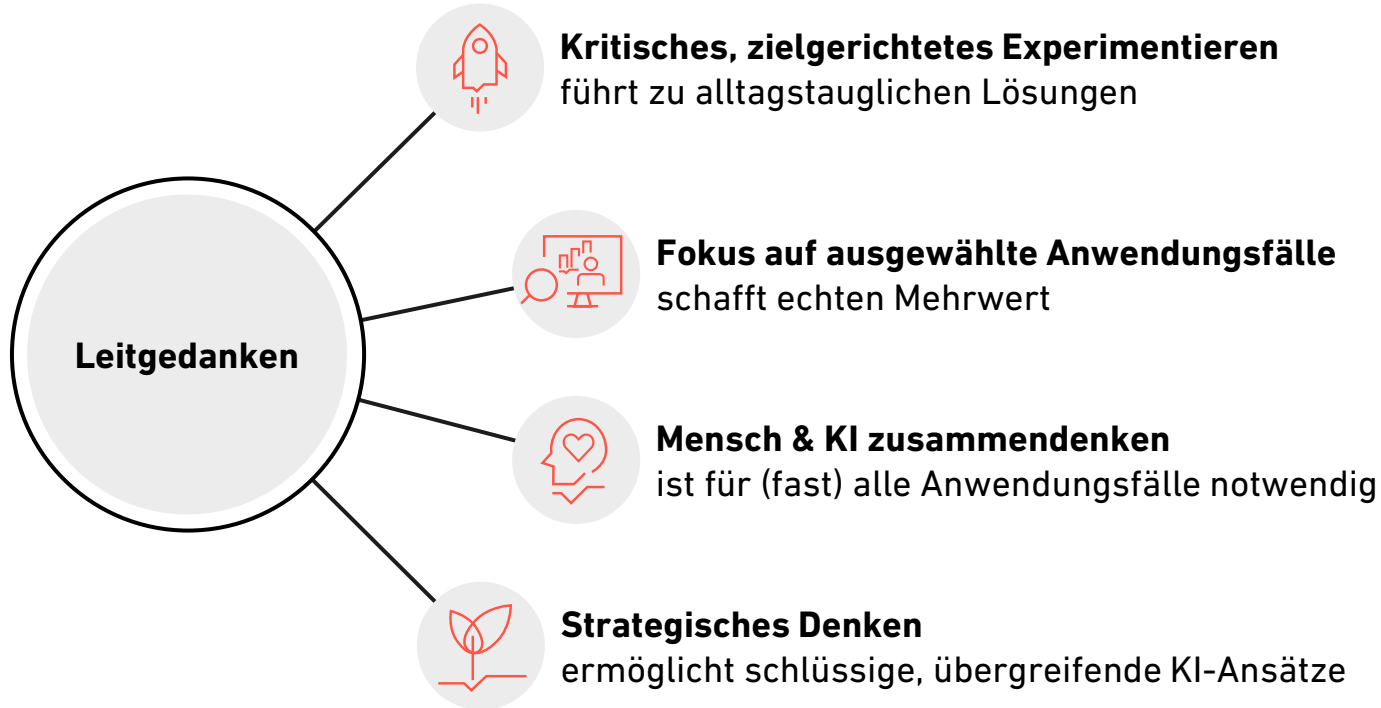




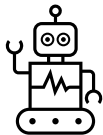
Eine Retrospektive:
Was funktioniert?
Welche Use Cases sind sinnvoll?



Unsere Perspektive



Unsere Perspektive



Automatisierung



Erstellung von Inhalten



(kuratierte) Suche

Grenzen von Agentic AI / LLMs

100% Lösungen

Deterministische Ergebnisse

Fehlende (Trainings-)Daten

Probleme, zu denen es bewährte
Algorithmen gibt

Beispiel Suche

Confluence

What is the new vacation policy?

Create

Chat

Last updated

Type

Contributor

Answer

The vacation policy includes the following: airfare, hotel accommodations, ground transportation, and meals during travel. Receipts are required for all purchases.

- Airfare:** Travelers should book the lowest fare option and retain receipts for reimbursement.
- Hotel:** Lodging expenses are covered up to a specified limit per night, such as USD 200.
- Meals:** There is usually a cap on meal expenses per day.
- Submission Timeline:** Expense reports should be submitted within a specific timeframe, 30 days after incurring the expense.

Sources

company-announcements

Vacation Policy

Content quality may vary

Rovo

Chat

How do I submit my travel expense?

How long it takes to process travel expenses?

Brooke, Kayla, Caleb, and 4 others #company-announcements

Thread • 12 members • Last active 31 minutes ago

Emily Anderson

We can definitely follow up on the out of office **vacation policy**. We already have some of...

Paul Leung

integrating relevant insights for the **vacation policy** will provide more guidances to employees...

3 attachments

Vacation Policy

Docs • Brand Marketing Strategy • Updated 1 week ago

Travel reimbursement is a process through which employees or partners can claim back expenses incurred during business-related travel. This includes costs for airfare, hotel accommodations, ground transportation, meals, ...

Employee Vacation Policy

All 3.7m

Confluence 400k

Jira 12k

Jira Product Discovery 31k

Loom 20k

Slack 20k

Google Drive 1.6k

Figma 1.2m

Github 136k

ServiceNow 1.5m

Teams 136k

More

Projects 123k

Goals 123k

Teams 123k

Tags 123k

Webpages

Beispiel Content-Erstellung

The screenshot displays a Confluence interface for a 'Live Doc' titled 'Vitafleet product requirements document'. The main content area shows the document's 'Overview' and 'Objectives' sections. The 'Objectives' section lists four bullet points: 'Enable real-time chat functionality for users.', 'Improve customer support response times.', 'Enhance user experience by providing direct access to assistance.', and 'Integrate chat analytics for performance tracking.' A sidebar on the right contains a prompt to 'Create a product requirements document based on what we discussed in last week's meeting', two related documents ('Early Chat Feature Explorat...' and 'Chat Feature Exploration'), and a 'Ask follow up' section with an 'Undo' button. A video feed in the bottom-left corner shows a woman's face. The interface includes a search bar, a '+ Create' button, and a 'Close preview' button.

Confluence

Search

+ Create

Ask Rovo

Live Doc Preview

Close preview

Add to space

Vitafleet product requirements document

Create a product requirements document based on what we discussed in last week's meeting

Early Chat Feature Explorat...
Loom • Vitafleet Product

Chat Feature Exploration
Confluence • Vitafleet Product

Like Comment Share

Ask follow up

+ Undo

© viadee

Beispiel Service-Management

Bancly Inc ▾

- Direct messages
 - Joshua Williams
 - Annika Rangarajan
 - Andres Ramos
- Channels
 - # help-bancly-it
- Apps
 - Assist

#help-bancly-it 34

Molly Clark Today at 9:30 AM

Grace Harris Today at 10:03 AM

Joshua Williams Today at 10:05 AM

Annika Rangarajan Today at 11:50 AM

Crystal Wu Today at 12:09 PM
I can't receive my Bancy emails on my mobile device.

3 replies

Assist APP 12:09 PM
👋 Hi! I'm your virtual agent, here to help with your questions or requests.

Assist APP 12:09 PM
To receive Bancy emails on your mobile device, your device must be registered and connected to the VPN.

Read more here:

1. [Registering your mobile device](#)
2. [Accessing VPN from mobile devices](#)

Answered by Atlassian Intelligence. Information quality may vary. [Learn why](#)

Assist APP 12:09 PM
Did this resolve your issue?

Yes No

Message help-bancly-it

Message help-bancly-it

Der Mehrwert von AI-Grenzen

Suchen & Interpretieren

| ▾ [] Welche Strategie verfolgen wir?

- ▾ [] [KOMP] Strategie-Claim – Komplexität
 - [] [KOMP.SPEA] Taktikziel 2023
 - [] [KOMP.PROD] Taktikziel 2023
 - [] [KOMP.THEM] Taktikziel 2023
- ▾ [] [BEZA] Strategie-Claim – Bezeichnung
 - [] [BEZA.KUPO] Taktikziel 2024
 - [] [BEZA.NEUE] Taktikziel 2026
- > [] [KSYS] Strategie-Claim – Kunden
- > [] [VIAL] Strategie-Claim – viadee
- > [] [ZUKU] Strategie-Claim – Zukunft
- > [] [BEBE] Strategie-Fundament – I

▾ [] Dokumentation der viadee S

| ▾ [] Anpassungsprozess zur vi

- ▾ [] Überarbeitung 2026 Wel
 - ▾ [] 1 Überarbeitung 2026 S
 - [] 1.1 Überarbeitung 2026
- ▾ [] 2 Überarbeitung 2026
 - [] 2.2 Überarbeitung 2026
 - [] 2.3 Überarbeitung 2026
- > [] 3 Überarbeitung 2026
- > [] 4 Überarbeitung 2026
- > [] 5 Überarbeitung 2026
- > [] 6 Überarbeitung 2026
- ▾ [] Archiv - Beendete und

KI erfolgreich einführen

Strategisch



Ziele und Vision



Gremien



Budget



Tool-Auswahl



Out-of-the-Box vs.
Eigenentwicklung



Für welche Prozesse/
Anwendungsfälle

Operativ



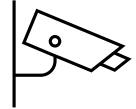
Daten



Integrationen



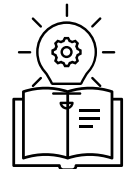
Entwicklung & Betrieb



Governance



Einführung



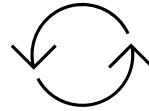
Wissensmanagement



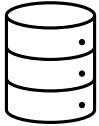
Governance in der Praxis: KI Richtlinie



Liste der freigegebenen KI-Plattformen
und –Systeme
& Definition Freigabeprozess



Regelmäßiges Aktualisieren



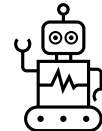
Welche Daten dürfen verarbeitet werden?
Welche Nicht?
Welche Daten dürfen angebunden werden?



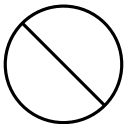
Welche Rollen gibt es?
Verantwortlichkeiten und Berechtigungen



Best Practices/Vorgaben für Agenten &
Automatisierungen



Prüfen und Kenntlichmachen von KI-Outputs



Was ist verboten?
Was darf ein KI-System nicht alleine
tun/entscheiden?



Aufklärung über Risiken
Prüfungsmechanismen

Solides Wissensmanagement schafft ein Daten-Fundament für KI-Nutzung

Übergreifendes Berechtigungskonzept

- "Open by default" versus "Need to know"
- Durchgehende Umsetzung über Plattformen hinweg

Information Lifecycle Management



Klare Strukturen

Informationsarchitektur

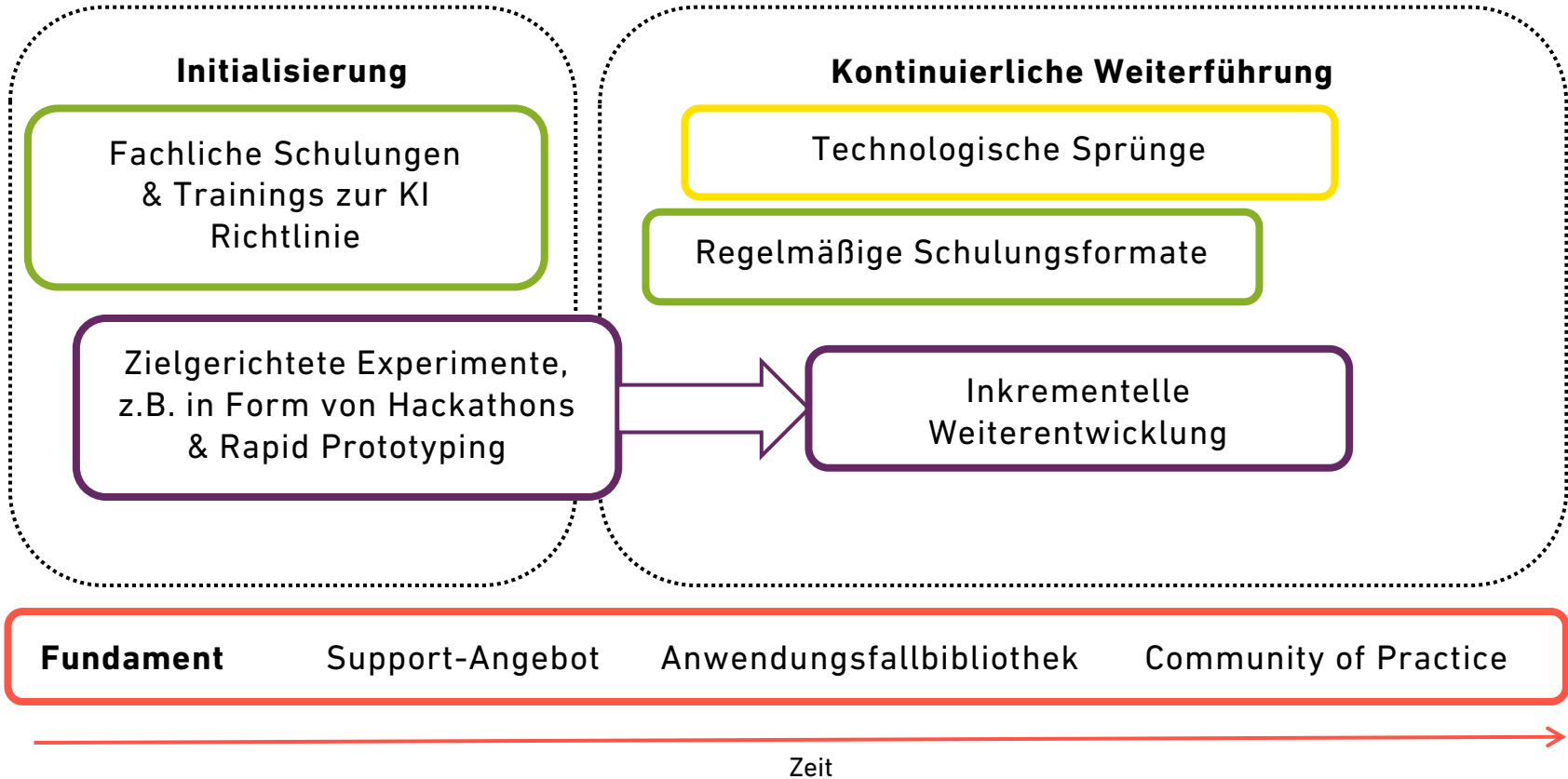
Metadatenkonzept

Barrierefreiheit

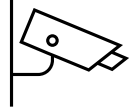
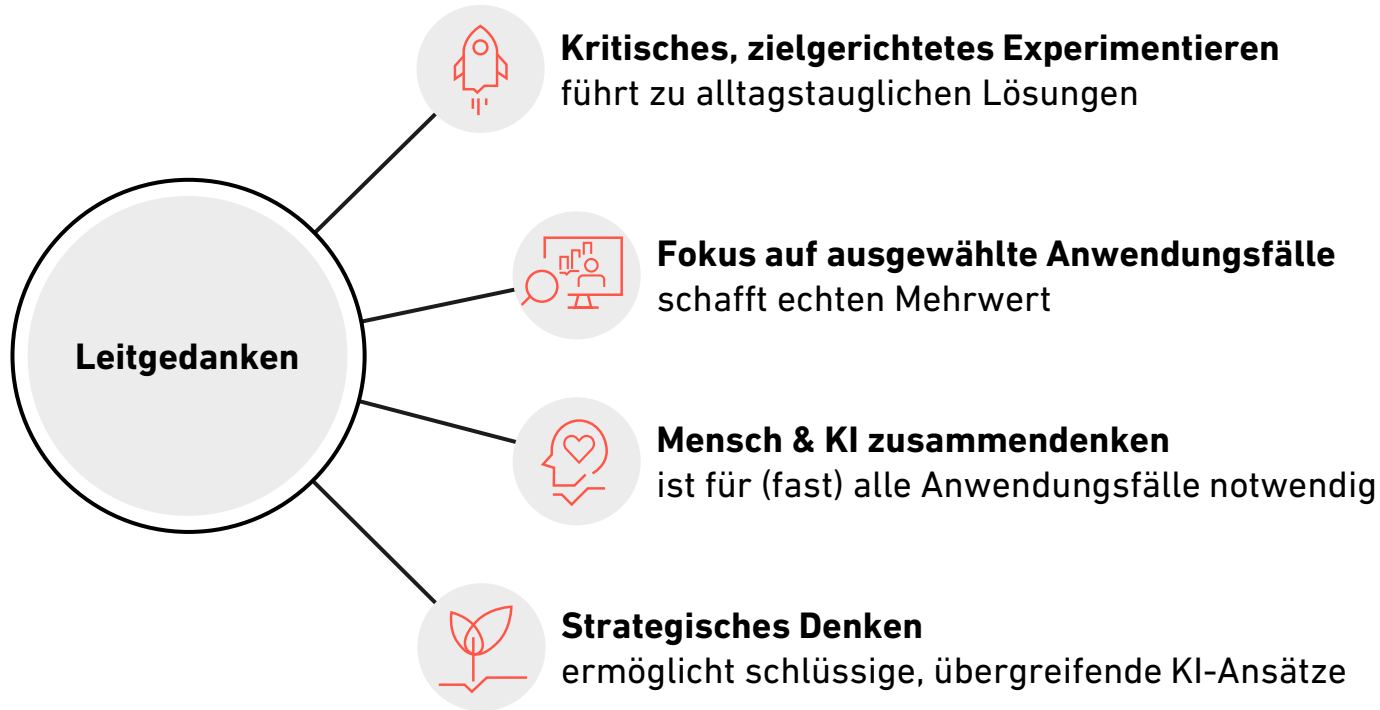
Vorlagen für zentrale Use Cases

klare Verantwortlichkeiten

Details Einführung



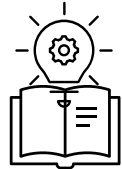
Unsere Perspektive



Governance



Einführung



Wissensmanagement

 **ATLASSIAN**

team'26

May 5 - 7, 2026

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events.atlassian.com/team

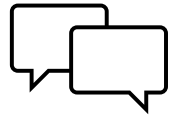


Governance skalieren

Welche Regelwerke sind sinnvoll?

Wie können Richtlinien und Regelwerke skalierbar technisch umgesetzt werden?

Wir suchen Input für einen Prototyp!



Einladung in die Speakers Corner

- Welche Use Cases funktionieren für eure Teams?
- Welche Governance-Hürden erlebt ihr?
- Was sind eure Ansätze für erfolgreiches Enablement?



Philipp Barry
pbarry@atlassian.com



Rebekka Heilmann
rebekka.heilmann@viadee.de

