

Bulk Approvals for Jira Service Management

Powering Approvals at Scale







- Approvals is slow because I need to view each request individually to approve them
- Bulk Approvals allow you to select and approve multiple requests at one go

	•	Approvals						
1. Select the requests to be approved		All Logistics Appro		pproval				
			Туре	Summary	Description	Amount	Requester	Due Date
				CUS336880 requested for refund	To provide refund to CUS336880 due to damaged product	600	Victor	09/Mar/22
			\$	Office Stationaries FY2022/Q1	To purchase more A4 paper for printing	270	Victor	25/Mar/22
			\$	Office Refreshments FY2022/Q1	To replenish refreshments in office for FY2022/Q1	10,600	Victor	31/Mar/22
2. Single button to approve/reject	•	Appr	ove	Decline				

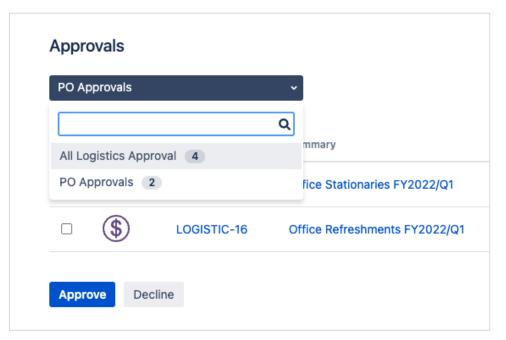
Check out the video demo here.

Tip:





- I want to group related requests together for batch processing
- A It is possible to group request types into different <u>Layouts</u> for selection

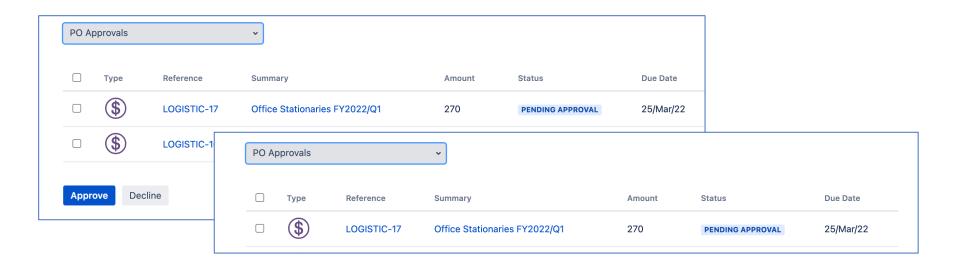


According to Atlassian, 45% of people say context-switching makes them less productive

Use Case #3



- I want to display relevant fields within one glance to make an informed decision
- You can <u>configure different set of fields</u> to appear for each layout



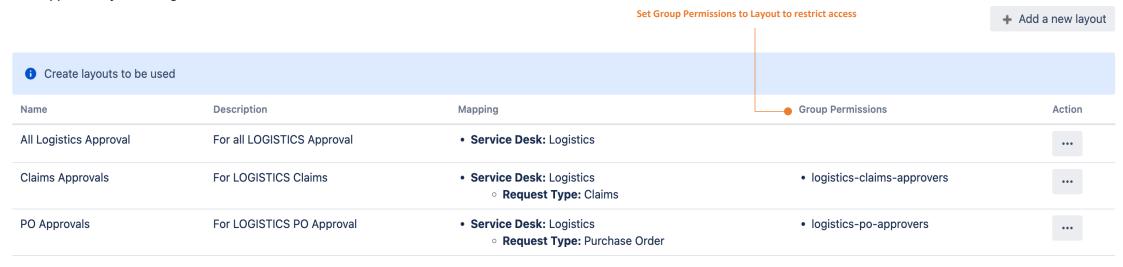
Use Case #4



- I want to restrict the layouts to appear only to the authorised users
- You can use group permissions to control the visibility of the layout

Bulk Approval Layout Configuration

Tip:



If the user does not have permission to view the request, the layout will be visible but will only have 0 requests

Applicable Scenarios



There are many other applications of Bulk Approvals for Jira Service Management to assist you in Approvals

For Example,

- Account Creation Request
- Group Membership Request
- Purchase Requests
- Time off Requests
- Change Requests
- Downtime Requests

Summary



If you are looking to,

- Save time with lesser clicks
- Speed up the turnaround time for approvals
- Get an overview of all the Approvals with context and clarity

Do give Bulk Approval for Jira Service Management a try!

Additional Resources



- Marketplace Listing
- <u>User Guide</u>
- Our Service Desk
- Request for Demo

We welcome any feedback and suggestions for improvement ©

Other Related Apps





<u>Lookup Manager</u> allows conditional handling of issues through lookup tables and post functions. You can use Lookup Manager to update the assignee/approvers or other category fields automatically.



<u>Canned Search Gadgets</u> enables users to search issues quickly using canned queries. Users only need to enter the key info with the remaining criteria preset in advance. Useful for helpdesk agents who need to retrieve tickets quickly.



<u>Table Custom Fields for Jira</u> captures key info during workflow changes and present them in tabular view for easy viewing. For example, a table of approver names, date approved and comments during chain of approvals.