RequestOps

RequestOps – Reminders, Follow-ups & Waiting On for Jira

Partner sheet for Atlassian Solution Partners

See who every Jira Service Management request is waiting on, and follow up in one click.

Request	Status	Checklist	Waiting on
FAC-307 Leaking tap in kitchen 2	Waiting for vendor	1 of 3 done · +1 optional	Corbel Facilities
FAC-304 Move Finance team to the 5th floor	Waiting for approval	1 of 4 done	Approver · George
ITS-137 Laptop for the external auditor	In progress	3 of 6 done	NetOps Time to nudge

Platform
Built on Forge

Data
No outside servers

Price
Free up to 10 users

Sending
Undo on Ask and Nudge

YOUR CUSTOMERS NEED THIS WHEN

Requests stall on a customer

Agents spend the day chasing people who have not replied or sent what is missing.

Reminder rules keep piling up

The client's admin builds and maintains Automation rules for reminders and auto-close.

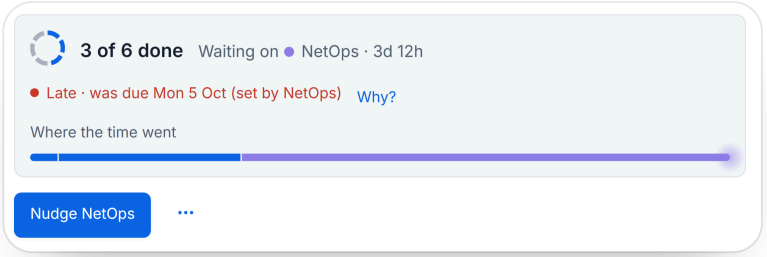
Managers cannot see where time goes

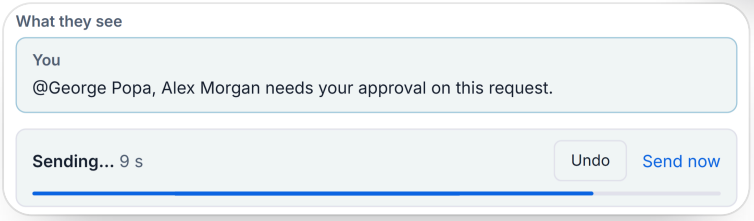
SLAs breach while requests wait on a customer, an approver, another team or a vendor, and nobody can say which.

WHAT IT DOES

1 See who every request is waiting on

Customer, approver, another team, vendor or your own team, and since when. It shows on the request, in queues, in JQL and on one Waiting on page.



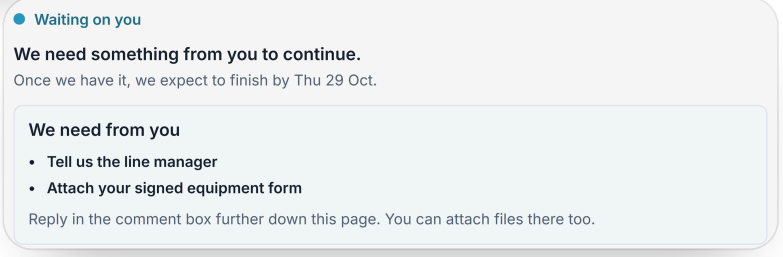


2 Follow up in one click, with Undo

Ask the customer for exactly what is missing, or Nudge the approver or team that has it. You see the message first and can undo it for about 10 seconds. Reminders and auto-close need no Automation rules.

3 Customers see what you still need

On the customer portal, customers see in plain words what is needed from them and how far along their request is. Managers get SLA views and a monthly service review, and the last 90 days are there on first open.



Free licence for Solution Partners

Free for internal or demo use, Cloud only. Email **jonas@unitlane.net** with your site URL and billing cycle (monthly or annual) and we'll send a 100% promo code.

PRICING

Free for up to 10 users. From 11 users it is paid, billed through Atlassian; see the Pricing tab on the listing.

RequestOps

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Selling it

THE 30-SECOND PITCH

Most late requests are waiting on someone: a customer who has not replied, an approver who is away, another team or a vendor. RequestOps shows on every request in Jira Service Management what is left, who it is waiting on and since when. From there it is one click to ask the customer for exactly what is missing, or to nudge the team that has it. You see the message first and get about 10 seconds to undo it. Reminders and auto-close are switched on in settings, with no Automation rules to build. It runs on Atlassian and is free for up to 10 users.

SAFE TO RECOMMEND

- **Built on Atlassian Forge**
  Runs in Atlassian's own hosted runtime, so there is no server of ours to trust.
- **No calls to outside servers**
  It makes no connections outside Atlassian. App data stays in Forge storage and on the customer's own Jira requests.
- **Uses Jira's own permissions**
  Screens run with the signed-in person's Jira access. It never asks customers for passwords or API tokens.
- **Support**
  Target first reply within 1 business day on every email.

WHO TO PITCH

1. **Service desk leads and agents**
   They spend the day chasing customers, approvers and other teams, and need to see who has each request.
2. **Service desk managers**
   They want to know where time goes and which SLA misses came from waiting. The monthly service review is made for them.
3. **Jira admins**
   Many build Automation rules for reminders and auto-close today. In RequestOps those are settings.
4. **Owners of HR, facilities or finance services**
   Their requests wait on other teams and vendors too, and RequestOps shows who has each one.

WHEN TO BRING IT UP

"Why did that request sit for two weeks?"

"Who is this one waiting on right now?"

"How much of your agents' day goes on chasing customers?"

"Can you show me last month's SLA misses and who each one was waiting on?"

WALK-AWAY SIGNALS

- The client runs Jira Data Center or Server. RequestOps is for Jira Cloud only.
- They have one or two simple service spaces and an admin who is happy to own Automation flows. Native Automation may be all they need.
- Their requests rarely wait on anyone outside the team. There is little for the app to show.

TOP OBJECTIONS, ANSWERED

"Can't Jira Automation send reminders?"

It can, and for one or two simple spaces that may be enough. RequestOps earns its place when requests often miss several things. Each reminder lists only what is still missing, closing skips requests that an approver, a vendor or another team is holding, and there are no flows to build and keep up.

"Jira already shows SLAs."

It does, and RequestOps does not replace that. It adds who each late request was waiting on, how long requests sit in each status, and a monthly service review you can share. A breach then comes with a reason.

"Our agents just add a comment."

They still can. Ask the customer is a step on top: it lists only what is missing, shows the agent the message first and gives about 10 seconds to undo. Reminders start after an Ask and stop when the customer replies. Customers also see on the portal what is needed from them.

NEXT STEPS

1. Install it from the Marketplace listing, free for up to 10 users: https://marketplace.atlassian.com/apps/3506532786
2. Want it on your own site or for a demo? Email **jonas@unitlane.net** with your site URL and billing cycle (monthly or annual) for the free Solution Partner licence. Cloud only.
3. See it with sample data, no sign-up: https://unitlane.net/try/
4. Product page, docs and an honest comparison with Automation:
   https://unitlane.net/products/requestops/
   https://unitlane.net/products/requestops/docs/
   https://unitlane.net/compare/native-jsm-vs-requestops/