jira service desk basics Handbook

Jira Service Desk basics provide a fundamental understanding of how this powerful tool can streamline your organization's IT service management, customer support, and internal request handling. As part of Atlassian's suite of products, Jira Service Desk (now often called Jira Service Management) is designed to facilitate efficient communication between service teams and their users, ensuring timely resolution of issues and improved customer satisfaction. In this comprehensive guide, we will explore the core concepts, features, and best practices to help you leverage Jira Service Desk effectively.

What is Jira Service Desk?

Jira Service Desk is a flexible and scalable service management platform that allows teams to manage requests, incidents, problems, and changes in a centralized system. Built on Jira Software, it extends Jira's capabilities with dedicated service management features, enabling organizations to deliver exceptional service experiences.

Key Features of Jira Service Desk:

- Intuitive customer portal for submitting requests
- Automated workflows for request handling
- Knowledge base integration for self-service support
- SLAs (Service Level Agreements) tracking
- Automation rules to streamline repetitive tasks
- Reporting and dashboards for performance monitoring
- Integration with other Atlassian tools and third-party apps

Understanding Jira Service Desk Components

To maximize Jira Service Desk's potential, it?s essential to understand its core components and how they work together:

1. Projects

A Jira Service Desk project represents a specific service or department, such as IT support or HR services. Each project has its own request types, workflows, SLAs, and knowledge base articles.

2. Request Types

Request types categorize the kinds of requests users can submit, like "Technical Issue," "Access Request," or "New Employee Onboarding." They determine the form users fill out and the workflow that applies to each request.

3. Customer Portal

The customer portal is a user-friendly web interface where customers can submit requests, browse knowledge articles, and track their requests. It can be customized to match your branding and service offerings.

4. Queues

Queues organize tickets based on specific criteria, such as priority, request type, or SLA status. Support agents use queues to prioritize and manage their workload efficiently.

5. Workflows

Workflows define the lifecycle of a request, specifying the statuses, transitions, and automation rules that guide ticket progress from creation to resolution.

6. SLAs

Service Level Agreements set expectations for response and resolution times. Jira Service Desk tracks SLA metrics, providing visibility into team performance.

Setting Up Jira Service Desk for Your Organization

Implementing Jira Service Desk involves several steps to tailor the platform to your organizational needs:

1. Creating a Service Desk Project

Start by creating a new project dedicated to your service area. Choose the "Service Management" project type, then configure basic settings such as name, key, and permissions.

2. Defining Request Types

Identify common request categories within your organization and create request types accordingly. Customize the request forms to gather relevant information for each type.

3. Configuring Workflows

Design workflows that mirror your processes. For example, a simple workflow might include statuses like "Open," "In Progress," "Waiting for Customer," and "Resolved."

4. Setting Up SLAs

Define SLA metrics aligned with your service standards. For example, response time within 2 hours for critical issues or resolution within 24 hours for minor requests.

5. Customizing the Customer Portal

Brand your portal with your company logo and color scheme. Organize categories and request types for easy navigation.

6. Automating Tasks

Use automation rules to assign tickets, send notifications, or update statuses based on specific triggers, reducing manual workload.

Best Practices for Using Jira Service Desk

To optimize your use of Jira Service Desk, consider the following best practices:

1. Clear Request Categorization

Properly categorizing requests ensures they are routed to the appropriate teams and handled efficiently. Regularly review request types for relevance.

2. Leveraging Knowledge Base Articles

Develop comprehensive knowledge articles to empower users to solve common issues independently, reducing ticket volume and increasing satisfaction.

3. Monitoring SLAs and Metrics

Regularly review SLA performance dashboards and reports to identify bottlenecks and improve service quality.

4. Automating Repetitive Tasks

Automate routine actions such as ticket assignment, status updates, or notifications to save time and minimize errors.

5. Training Support Teams

Ensure your support staff understand how to utilize Jira Service Desk features effectively, including workflows, automation, and reporting.

6. Gathering Feedback

Collect user feedback through surveys after ticket resolution to identify areas for improvement.

Integrating Jira Service Desk with Other Tools

Jira Service Desk?s flexibility extends through integrations with various tools:

- **Confluence:** Link knowledge base articles to support requests for quick access to solutions.
- **Jira Software:** Connect development projects for managing bugs and feature requests linked to support tickets.
- **Third-Party Apps:** Use Atlassian Marketplace plugins for enhanced automation, reporting, or customer engagement.

Common Use Cases for Jira Service Desk

Jira Service Desk is versatile and supports numerous scenarios:

- **IT Service Management (ITSM):** Managing incidents, problems, changes, and service requests within IT departments.
- **Customer Support:** Handling external client requests efficiently through a self-service portal.
- **HR Services:** Managing employee onboarding, offboarding, and internal HR inquiries.
- **Facilities Management:** Requesting maintenance, repairs, or space allocations.

Conclusion

Mastering the basics of Jira Service Desk is essential for organizations aiming to deliver high-quality support and streamline their service management processes. By understanding its core components?such as projects, request types, workflows, SLAs, and the customer portal?you can create a tailored environment that meets your organizational needs. Implementing best practices like clear categorization, knowledge base utilization, automation, and ongoing monitoring will help you maximize efficiency and customer satisfaction. Additionally, leveraging integrations and understanding various use cases ensures Jira Service Desk remains a versatile and powerful tool for your service management endeavors.

Whether you're just starting or seeking to optimize your existing setup, grasping Jira Service Desk basics lays a solid foundation for effective service delivery and continuous improvement.

Jira Service Desk Basics: A Comprehensive Guide to Streamlining Your IT Support and Service Requests

In today?s fast-paced digital environment, efficient management of service requests, IT support tickets, and customer queries has become crucial for organizations aiming to deliver exceptional service experiences. Jira Service Desk basics provide a robust foundation for teams to streamline their workflows, enhance collaboration, and track issues with precision. Whether you're a beginner just starting out or looking to deepen your understanding, this guide will walk you through the essential concepts, features, and best practices to leverage Jira Service Desk effectively.

What Is Jira Service Desk?

Jira Service Desk, now part of Jira Service Management, is an IT service management (ITSM) tool developed by Atlassian. It allows teams to manage service requests, incidents, problems, changes, and assets?all within a centralized platform. Built on the Jira platform, it integrates seamlessly with other Atlassian products like Jira Software and Confluence, enabling comprehensive workflow automation and knowledge sharing.

Key Purpose:

Jira Service Desk is designed to support IT teams, customer service departments, HR, facilities, and other service teams by providing an intuitive interface for managing requests, tracking progress, and maintaining SLAs (Service Level Agreements).

Core Concepts of Jira Service Desk

Understanding the foundational components of Jira Service Desk is essential to mastering its basics. Here are the primary elements:

- Service Projects

A service project is a dedicated space within Jira focused on a specific service or department (e.g., IT Support, HR Requests). Each service project has its own request types, workflows, SLAs, and permissions.

- Request Types

Request types categorize the different kinds of service requests users might submit, such as "New Hardware Request," "Password Reset," or "Access to Software." They define the form fields and workflows associated with each request.

- Queues

Queues are customizable views that help support teams prioritize and manage incoming tickets. They can be filtered based on criteria like priority, request type, or SLA status.

- SLAs (Service Level Agreements)

SLAs set expectations for response and resolution times. Jira Service Desk allows you to define SLA metrics for different request types, ensuring timely support and accountability.

- Workflows

Workflows dictate the lifecycle of a request?from creation to resolution. They define statuses, transitions, and approvals, guiding the support process systematically.

- Customer Portal

The customer portal is the user-facing interface where users submit requests, view their tickets, and access knowledge base articles. It's customizable to match your branding and service offerings.

- Knowledge Base (Confluence Integration)

With integration to Confluence, Jira Service Desk can provide a self-service portal, enabling users to find answers to common questions before submitting a request.

Setting Up Your Jira Service Desk Environment

Getting started with Jira Service Desk involves several setup steps to align the platform with your organizational needs.

Step 1: Create a Service Project

- Choose a project template suited for IT service management or customer service.
- Configure project settings such as permissions, notification schemes, and request types.
- Define the workflows for different request types to mirror your support process.

Step 2: Define Request Types

- Identify common service requests in your organization.
- Customize request forms with relevant fields, labels, and priorities.
- Map each request type to an appropriate workflow.

Step 3: Configure Queues and Filters

- Set up queues based on priority, request type, or SLA status.
- Use JQL (Jira Query Language) to create custom filters for specific views.
- Train support agents to utilize queues effectively for prioritization.

Step 4: Set Up SLAs

- Define SLA goals based on request type or customer category.
- Set SLA timers and escalation rules.
- Use SLA reports to monitor compliance and identify bottlenecks.

Step 5: Customize Customer Portal

- Tailor the portal's appearance with your branding.
- Organize request types logically.
- Enable knowledge base articles for self-service.

Managing Requests and Workflows

Once your environment is set up, daily operations involve managing incoming requests efficiently.

Ticket Lifecycle Management

- Submission: Users submit requests via the portal or email.
- Assignment: Tickets are automatically or manually assigned to agents.

- Prioritization: Agents review and prioritize tickets based on urgency and SLA.
- Work and Resolution: Agents update tickets with progress, communicate with users, and resolve issues.
- Closure: Once resolved, tickets are closed, with options for feedback collection.

Automations and Notifications

- Automate repetitive tasks such as assigning tickets or sending reminders.
- Configure notifications for ticket updates to keep stakeholders informed.

Collaboration and Internal Communication

- Use comment threads within tickets for internal notes.
- Integrate with chat tools like Slack or Microsoft Teams for real-time communication.

Reporting and Continuous Improvement

Monitoring performance is vital for maintaining high service standards.

Key Reports and Metrics

- Ticket Volume: Number of requests over time.
- Response and Resolution Times: SLA compliance rates.
- Customer Satisfaction: Feedback ratings post-resolution.
- Agent Performance: Number of tickets handled, resolution times.

Using Reports for Optimization

- Identify recurring issues or bottlenecks.
- Adjust workflows or SLAs based on data insights.
- Recognize top-performing agents and provide targeted training.

Best Practices for Effective Jira Service Desk Usage

To maximize the benefits, consider adopting these best practices:

- Define Clear Request Types and Workflows: Keep request forms simple and workflows aligned with actual support processes.
- Prioritize SLAs: Use SLAs to set clear expectations and monitor adherence.
- Leverage Knowledge Base: Encourage self-service to reduce ticket volume.
- Automate Routine Tasks: Save time with automation rules for assignments, notifications, and escalations.
- Train Support Agents: Ensure team members are familiar with Jira Service Desk features and workflows.
- Regularly Review Reports: Use data to refine processes and improve service quality.
- Maintain Customer Communication: Keep users informed throughout the ticket lifecycle to enhance satisfaction.

Advanced Features to Explore

Once comfortable with the basics, organizations can explore advanced features such as:

- Change Management: Manage IT changes with approval workflows.
- Asset Management: Track hardware, software, and other assets.
- Multi-Project Management: Handle multiple service projects within a single instance.
- Integration with DevOps Tools: Connect Jira Service Desk with development pipelines for seamless incident management.

Final Thoughts

Mastering Jira Service Desk basics is a vital step toward building a responsive, organized, and transparent support environment. Its flexible architecture, combined with powerful automation and reporting tools, enables teams to deliver high-quality services while maintaining operational efficiency. As organizations grow and evolve, leveraging these foundational elements will ensure that support processes remain scalable, measurable, and aligned with organizational goals.

By investing time in understanding and configuring Jira Service Desk appropriately, support teams can foster better communication, quicker resolution times, and ultimately, higher customer satisfaction?key ingredients for success in today?s service-driven landscape.

QuestionAnswer What is Jira Service Desk and how does it differ from Jira Software? Jira Service Desk is a service management tool designed for IT and customer service teams to handle support requests efficiently. Unlike Jira Software, which focuses on software development and agile project management, Jira Service Desk offers features like customizable queues, SLAs, and customer portals tailored for service delivery. How do I create a new service request in Jira Service Desk? To create a new service request, users can access the customer portal, select the relevant

request type, fill out the form with necessary details, and submit it. Support agents can also create requests on behalf of users from the internal interface, assigning them to appropriate teams. What are SLAs in Jira Service Desk and how are they used? SLAs (Service Level Agreements) in Jira Service Desk define the expected response and resolution times for different request types. They help teams prioritize work and ensure timely support by tracking performance against these agreed standards. How can I customize request types and workflows in Jira Service Desk? You can customize request types and workflows through the Project Settings menu. Request types can be modified to include specific fields and icons, while workflows can be tailored to match your support process, including statuses, transitions, and automation rules. What are queues in Jira Service Desk and how do they improve ticket management? Queues are customizable lists that organize and display tickets based on specific criteria, such as priority, request type, or SLA status. They enable support teams to prioritize and manage incoming requests more effectively, ensuring faster response times and better workload distribution.

Related keywords: Jira Service Desk, ITSM, Service Desk, Jira Service Management, ticketing system, incident management, service requests, workflow, SLA management, knowledge base

service 2 13 information

Service 2 13 Information

Service 2 13 Information: Unlocking the Essentials You Need to Know

service 2 13 information is a topic that might not be widely recognized at ?rst glance,

but it plays a crucial role in various sectors, especially in telecommunications, customer

support, and specialized service frameworks. Understanding the nuances of service 2 13

information can give individuals and businesses alike a signi?cant edge when navigating

complex systems or seeking assistance e?ciently. This article delves into what service 2

13 information entails, why it matters, and how you can leverage it to improve your

interactions with service providers.

What Is Service 2 13 Information?

At its core, service 2 13 information refers to a speci?c type of service code or identi?er used in telecommunication networks or customer service systems. It often represents a particular inquiry or support line that users can access for specialized help. While the exact meaning of service 2 13 may vary depending on the region or the company, it generally denotes a streamlined channel designed to provide quick and e?ective responses.

This service code is part of a broader suite of service numbers and information codes that help categorize the type of assistance required. By dialing or referencing service 2 13 information, customers can bypass generic support queues and connect directly to the department or resource tailored to their needs.

Why Service Codes Like 2 13 Matter

Service codes such as 2 13 are integral in improving customer experience. They reduce wait times, cut through red tape, and ensure that the right specialists handle speci?c queries. For businesses, this means enhanced operational e?ciency, better resource allocation, and improved customer satisfaction metrics.

Moreover, these codes are often linked to automated systems or interactive voice response (IVR) platforms, allowing users to receive instant information without needing to speak to a live agent. As a result, service 2 13 information can be a gateway to troubleshooting tools, billing inquiries, or technical support, depending on the setup.

How to Access and Use Service 2 13 Information E?ectively

Knowing the existence of service 2 13 information is just the ?rst step. To truly bene?t from it, users need to understand how to access and navigate the service e?ciently.

Dialing the Right Number

In many telecommunication setups, service 2 13 information is accessed by dialing a speci?c sequence on your phone. This could be as straightforward as entering "213" after a pre?x or directly dialing a dedicated hotline.

Before using service 2 13, it?s advisable to check with your service provider about the exact number or code format. Many companies publish these service numbers on their websites or customer service portals for easy reference.

Interpreting the Information Provided

Once connected, the information relayed via service 2 13 can range from automated voice messages to real-time assistance from a specialist. Understanding the typical responses or options available can help you make the most out of the service.

For example, some systems might provide:

Account balance details

1.

Billing cycle updates

2.

Technical troubleshooting guides

3.

Service outage noti?cations

4.

Being prepared with your account details or speci?c questions before accessing service 2 13 information can streamline the interaction.

Common Applications of Service 2 13 Information

Service 2 13 information ?nds its utility in several environments, making it a versatile tool for users.

Telecommunications Sector

In telecom, service 2 13 often acts as a shortcut to specialized support channels. Whether it?s resolving network issues, managing subscriptions, or updating personal information, having quick access through service 2 13 can save time and frustration.

Corporate Customer Support

Many companies implement service codes similar to 2 13 for internal routing of customer inquiries. This ensures that customers reach the appropriate department?be it billing, technical support, or sales?without unnecessary transfers.

Emergency and Priority Services

In some regions, service 2 13 information might also be linked to priority hotlines for urgent matters, providing users with a direct line to critical assistance.

Tips to Maximize Your Experience with Service 2 13 Information

Making the most of service 2 13 information involves more than just knowing the number. Here are some practical tips:

Keep your account details handy: Having your identi?cation numbers,

1.

passwords, or security codes ready can speed up veri?cation processes.

Familiarize yourself with common prompts: Understanding the menu options

2.

or typical voice commands can help you navigate the system without confusion.

Use during o?-peak hours: Accessing service 2 13 during less busy times often

3.

results in quicker responses.

Take notes: Document important information or reference numbers you receive for

4.

future use.

The Future of Service Codes Like 2 13 in Customer Interaction

With advancements in technology, service codes such as 2 13 are evolving beyond simple phone lines. Integration with mobile apps, chatbots, and AI-powered assistants means that users can access similar information through multiple platforms.

The rise of omnichannel customer service strategies ensures that service 2 13 information becomes part of a seamless ecosystem, o?ering personalized and e?cient support whether you?re on a smartphone, computer, or another device.

As businesses continue to prioritize customer experience, these service identi?ers will

likely become more intuitive and embedded in everyday interactions.

Exploring service 2 13 information reveals a fascinating glimpse into how structured service codes enhance communication and support. Whether you?re a consumer looking to troubleshoot an issue or a business aiming to optimize customer engagement, understanding the role and function of service 2 13 information can be a valuable asset.

Question

Answer

What is Service 2 13 Information?

Service 2 13 Information refers to a specialized information service that provides detailed data and support related to the speci?c domain or industry identi?ed by the code 2 13.

How can I access Service 2 13 Information?

Access to Service 2 13 Information is typically available through authorized platforms, websites, or customer service centers designated to handle inquiries related to this service.

What types of data are included in Service 2 13

Information?

Service 2 13 Information includes a variety of data such as service schedules, operational updates, user guidelines, and any relevant changes or announcements pertinent to the service.

Is Service 2 13 Information updated regularly?

Yes, Service 2 13 Information is regularly updated to ensure users receive the most current and accurate details, including any modi?cations or enhancements to the service.

Who can bene?t from using Service 2 13 Information?

Individuals, businesses, and organizations that rely on or interact with the service designated as 2 13 can bene?t from accurate and timely information provided by this service.

Are there any costs associated with accessing Service 2 13 Information?

Costs vary depending on the provider; some aspects of

Service 2 13 Information may be free, while detailed reports

or premium updates might require a subscription or fee.

Where can I ?nd customer

support for Service 2 13

Information?

Customer support for Service 2 13 Information is usually

available through o?cial contact points such as helplines,

email support, or online chat services provided by the

managing organization.

Service 2 13 Information: An In-Depth Exploration of Key Features and Implications

service 2 13 information serves as a pivotal reference point within various industrial

and technological contexts, often linked to specialized service protocols or classi?cation systems. Despite its seemingly cryptic numerical designation, understanding the nuances of service 2 13 information is essential for professionals navigating domains such as telecommunications, logistics, or software services where precise service categorization impacts operational e?ciency and compliance.

This article delves into the layered signi?cance of service 2 13 information, dissecting its application, relevance, and the surrounding frameworks that de?ne its operational landscape. Through a methodical and analytical lens, we will examine how this service

classi?cation integrates into broader service architectures, its comparative standing against similar services, and the practical considerations for stakeholders relying on accurate data interpretation.

Understanding the Core of Service 2 13 Information

At its foundation, service 2 13 information represents a speci?c subset within a hierarchical service classi?cation system. These systems are designed to streamline service identi?cation, management, and delivery, especially in complex environments where multiple service types coexist. The number ?2 13? may correspond to an internal code, industry standard, or regulatory categorization that helps di?erentiate this service from others in the same portfolio.

In many sectors, such as telecommunications or IT service management, codes like service 2 13 are tied to de?ned service level agreements (SLAs), operational parameters, and reporting requirements. Understanding this service?s attributes requires unpacking both the literal code and the contextual framework it inhabits.

Origins and Contextual Framework

The genesis of service 2 13 information often lies within standardized classi?cation schemes such as the North American Industry Classi?cation System (NAICS), International Standard Industrial Classi?cation (ISIC), or company-speci?c service catalogs. For example, in telecom networks, service codes categorize di?erent types of data transmission or customer support tiers. Similarly, logistics companies might use such

codes to identify speci?c shipment handling procedures or packaging standards.

This coding system aids in:

Facilitating clear communication among stakeholders

1.

Ensuring compliance with industry regulations

2.

Streamlining billing and service tracking

3.

Enabling performance analysis through standardized metrics

4.

Key Attributes and Speci?cations

Service 2 13 information typically encompasses several de?ning characteristics:

Service Scope: The range of operations or support covered under this

1.

classi?cation.

Quality Metrics: Parameters such as uptime, response times, and reliability

2.

standards.

Pricing Models: Cost structures associated with delivering this service, including

3.

?xed and variable components.

Compliance Requirements: Regulatory or contractual obligations tied to the

4.

service execution.

These attributes are crucial because they determine how service 2 13 interacts with other

services and impacts end-user experience.

Comparative Analysis: Service 2 13 Versus Adjacent

Classi?cations

To fully grasp the import of service 2 13 information, it is valuable to position it alongside

neighboring service codes or categories. Such comparison reveals nuances in service

delivery, cost-e?ectiveness, and suitability for particular operational needs.

For instance, when contrasted with service 2 12 or 2 14, service 2 13 might di?er in:

Technical Speci?cations: Variations in bandwidth, data handling, or processing

1.

capabilities.

Customer Segmentation: Target demographics or business units supported.

2.

Service Availability: Geographic or temporal constraints a?ecting service

3.

delivery.

Support Levels: The extent and intensity of maintenance, troubleshooting, and

4.

customer assistance provided.

Such distinctions help businesses optimize their service portfolios by selecting the appropriate classi?cation that aligns with their operational goals and customer expectations.

Pros and Cons of Service 2 13

Analyzing the strengths and potential drawbacks associated with service 2 13 can assist decision-makers in assessing its viability:

Pros:

1.

Clear de?nition facilitates streamlined management and reporting.

1.

Often backed by established SLAs ensuring service consistency.

2.

May o?er cost advantages compared to higher-tier services.

3.

Enables targeted service delivery optimized for speci?c use cases.

4.

Cons:

2.

Potentially limited ?exibility compared to more generalized service classes.

1.

May require integration with other services for comprehensive solutions.

2.

Possible constraints in scalability depending on infrastructure.

3.

Risk of confusion if not properly documented or communicated within

4.

organizations.

Practical Applications and Industry Relevance

Service 2 13 information ?nds practical application across multiple sectors, particularly where precise service categorization is critical. In telecommunications, for example, such classi?cation might denote a particular data channel service or maintenance agreement, impacting network architecture and customer billing.

In software and IT services, service 2 13 could correspond to a de?ned support tier or a module within a software suite, guiding resource allocation and client interaction protocols.

Moreover, logistics ?rms might use this classi?cation to specify handling instructions or priority levels, ensuring that shipments categorized under service 2 13 receive appropriate attention throughout the supply chain.

Integration with Digital Systems

Modern enterprises increasingly rely on digital platforms to manage service classi?cations like service 2 13 information. Enterprise Resource Planning (ERP) systems, Customer Relationship Management (CRM) tools, and specialized service management software integrate these codes to automate work?ows, generate analytics, and enhance customer service.

The seamless integration of service 2 13 data points enables real-time monitoring and facilitates agile responses to operational issues, thereby improving service quality and customer satisfaction.

Regulatory and Compliance Considerations

Depending on the industry, service 2 13 information may carry speci?c regulatory implications. For example, telecommunication services are often subject to government oversight concerning data privacy, service fairness, and emergency readiness. Accurate classi?cation ensures that services comply with these mandates.

Similarly, in sectors like healthcare or ?nance, service codes must align with legal requirements to safeguard sensitive information and maintain audit trails.

Future Trends and Evolution of Service 2 13 Information

As industries evolve, so too do service classi?cation systems. Emerging technologies like AI, IoT, and 5G connectivity are reshaping how services are de?ned, delivered, and managed. Service 2 13 information may adapt to incorporate new parameters re?ecting enhanced capabilities or hybrid service models.

Furthermore, the push toward data-driven decision-making is likely to increase the granularity and sophistication of service classi?cations, making codes like 2 13 more dynamic and context-sensitive.

Organizations that stay attuned to these changes and invest in ?exible service management frameworks will be better positioned to leverage service 2 13 information e?ectively.

In analyzing service 2 13 information, it becomes evident that this classi?cation plays a critical role in structuring service delivery across various domains. Its utility lies not only in clear identi?cation but also in enabling strategic alignment between service providers and customers. As technology and market demands continue to evolve, understanding such service codes will remain a cornerstone of operational excellence and informed decision-making.

service 2 13 details, service 2 13 data, service 2 13 support, service 2 13 description, service 2 13 overview, service 2 13 update, service 2 13 FAQ, service 2 13 guide, service 2 13 help, service 2 13 documentation

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