

# Introduction to Pocket Desk

## About Pocket Desk

Pocket Desk is a mobile application that helps Service Desk team members see their current task and keep track of the time they have to address it. Pocket Desk does not replace JIRA and JIRA Service Desk web interface, but it complements it with a mobile view of the current issue and the reminders that help service engineers not miss an SLA goal.



Pocket Desk is made for the Service Desk Team members only. The customers or other users who'd normally use Customer Portal or just create issues in JIRA will not be able to use Pocket Desk. JIRA administrators can use Pocket Desk if they are a part of a Service Desk Team, but Pocket Desk has no features specifically for JIRA / JIRA Service Desk administration.

## Pocket Desk Connector

Pocket Desk Connector is a JIRA add-on that needs to be installed on your JIRA in order for Pocket Desk app to work with it. The connector add-on provides necessary information and licensing support for the Pocket Desk app.

## Pocket Desk iPhone App

Pocket Desk iPhone app is installed by Service Desk team members on their iPhone from Apple's App Store. Once you connect Pocket Desk to your JIRA Service Desk, it will help you track the current issue and its time remaining, metrics and SLA statuses.

## Licensing

Pocket Desk application is free on App Store. However, to use it, you need to obtain a license for Pocket Desk Connector from the Atlassian Marketplace.

The licensing terms are similar to the other add-ons on the Atlassian Marketplace.



The first versions of the application are free. Later on, we'll introduce commercial licenses at a moderate price.

## Support

ALM Works provides free support for all users of our products. To request support, please write to [support@almworks.com](mailto:support@almworks.com) or [post a support request on ALM Works JIRA](#).