

ServiceRocket helps ISHA Foundation turn Confluence into a one-platform solution for transcription **with the Reporting add-on**

A volunteer who leads for Archives at Isha Foundation, shares how ServiceRocket support helped tailor the Reporting for Confluence add-on to the need of her team's transcription projects.

Challenge

Sharing knowledge, ideas and wisdom is central to what Isha Foundation does, both through oral tradition and via written transcripts. But for the volunteers at the Foundation's Archives Team, the simple task of turning audio recordings into text became increasingly complex as the Foundation multiplied its reach. Internal deadlines set by the team, who uses the transcripts for blog posts, articles and the press, were often missed by days or weeks.



At-a-Glance

Isha Foundation

Industry Non-profit

Challenge

- + Transcription projects were assigned in Jira Service Desk, completed in Confluence and manually reviewed: an inefficient and complex workflow which resulted in lost time and missed deadlines.

Solution

- + A customized function in Reporting for Confluence obviates the need for JSD. It gives team members visibility into the next tasks, and managers can monitor progress

Outcome

- + Eliminating context switching between platforms reduces friction and saves time. Clear visibility into job status and team efficiency helps project managers meet deadlines.

// I couldn't figure out one particular thing, and Sayed Bares from the ServiceRocket service kindly helped us with it. He gave us a base template and we were able to tweak it and make more changes to it, to meet our needs."

Isha Volunteer



The workflow was partly to blame. Jobs were assigned to team members in Jira Service Desk, as it gave project managers visibility into their queues and roles. The actual transcribing was then done directly in Confluence, but editing and multiple proofreading rounds had to be managed manually.

Archives Lead for Archives at the Isha Foundation, realized her team was often found waiting for next steps, or simply unaware of what had been decided. Context-switching between Jira Service Desk, Confluence and manual assignments created friction, confusion, and slowed down their publishing pipeline.

Solution

Team's first instinct was to search for a tool that could expand the reporting features in Confluence. After a few false starts with add-ons that did not offer enough reporting options, they contacted the ServiceRocket team to ask for advice.

The Reporting for Confluence add-on was perfect for her use case, albeit with a custom function. ServiceRocket helped the team deploy it, which gave them reports with clear visibility into the stage of each project, and who was assigned to the current open tasks.

That visibility was then extended to the entire team: transcribers, proofreaders and editors can now see what needs to be done and self-assign tasks. Project managers also benefit from reports designed to monitor team individual members' efficiency and productivity. Reporting for Confluence had all the features the team needed out of the box, with enough flexibility and customization options to truly adapt to their specific use case.

Outcome

For Isha Foundation, one of the greatest benefits of the custom reporting function offered by ServiceRocket is that the right information gets to the right people immediately. No more squandered time as team members await instructions or their next assignments: every next goal is clearly visible at all times, simply by creating a quick one-click report.

This visibility drastically improved how proactive volunteers could be. Team members now pick and choose projects based on urgency, availability, and skills, and they manage their time much more efficiently. Team leads can also keep an eye on the project's status, and monitor KPIs directly within Confluence.

Best of all, context switching between platforms is now a thing of the past. Entire projects are centrally managed within Confluence, and team members only have to master one interface instead of several – which will undoubtedly help when new volunteers join as Isha Foundation continues to grow.

About Isha Foundation

Isha Foundation is a non-profit organization dedicated to raising human consciousness, and fostering global harmony through individual transformation. Guided by Sadhguru, the foundation offers programs to attain physical, mental and spiritual well-being. Its powerful yoga programs for inner transformation and inspiring projects for society and environment are appreciated worldwide, reflecting in Isha's consultative status with the United Nations Economic and Social Council.

More information about Isha Foundation is available at isha.sadhguru.org.