



Suhas Bhairav

AI Support Ticket to Jira Bug Report Generator

**Automate customer chat bug capture into precise
Jira reports with minimal human review.**

Turn customer chats into clean, reproducible Jira bug
reports with AI-assisted guidance.

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suhasbhairav.com

From Chat to Bug Reports

AI can extract error context and reproduction steps from chats and format Jira-ready bug reports. Begin with a narrow, repeatable subset to prove value.

Key move Start with a pilot in one product line; scale with governance.

PRACTICAL CHECKLIST

- 01** Identify high-frequency error patterns to automate first.
- 02** Automate extraction of user-visible error messages and timestamps.
- 03** Capture precise reproduction steps as described by users.
- 04** Generate Jira fields: Summary, Steps to Reproduce, Expected vs Actual, Severity.
- 05** Redact PII and sensitive data before sharing with engineering.
- 06** Preserve chat context links, logs, and artifacts in the ticket.
- 07** Include a validation checklist for QA before closing bug.

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Data, Tools and Roles

Outline required data, tools, and roles to operate the generator safely and reliably. Ensure privacy, access controls, and audit trails are in place.

Key move Get engineering buy-in on field schema before starting.

PRACTICAL CHECKLIST

- 01** Inputs: chat transcripts, user IDs, time stamps, app context.
- 02** Outputs: Jira tickets with fields and reproduction steps.
- 03** Tools: chat export, AI model (Claude/ChatGPT), Jira, connectors.
- 04** Data handling: redaction policies, data minimization, retention schedules.
- 05** Roles: Support Ops lead owns process; engineers provide validation.
- 06** Access: least-privilege access to GPT, Jira, and logs.
- 07** Record-keeping: logs of decisions, model prompts, and changes.

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Weekly Adoption Plan

Plan spreads learnings across four weeks with measurable checkpoints. Each week adds a new capability and governance check.

Key move Document approvals required before enabling auto-report generation.

PRACTICAL CHECKLIST

- 01** Week 1: pilot the extractor on a single product area using sample chats.
- 02** Week 2: auto-generate Jira drafts and route for human review.
- 03** Week 3: add redaction pipeline and data retention policies.
- 04** Week 4: monitor accuracy, set KPIs, and adjust field mappings.
- 05** Measurement: track ticket quality score, time to report, and reopens.
- 06** Approvals & governance: engineering and privacy review before auto-reporting.
- 07** Security & audits: quarterly checks of data flows and access.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

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