

Getting Agile with OneDesk

At the intersection of philosophy and practice, Agile at once reflects a unified organizational ideal with a wide array of approaches for its day-to-day application. While no two teams employ Agile in precisely the same manner, the driving belief in its core values produces a decidedly more human, iterative, collaborative and indeed social approach to building products.

OneDesk provides a simple, intuitive and flexible application of Agile within a unified cross-functional collaborative environment. In this **Quick Start Guide** we will introduce the OneDesk approach, how the key concepts come into play and the powerful benefits of practicing Agile within OneDesk. You will see how you can immediately apply this flexible solution to meet the needs of your organization and team.

TERMINOLOGY

OneDesk does not employ standard Agile terminology out-of-the-box, but allows each company to customize the solution to align with its own unique Agile lexicon.

Agile Term		OneDesk Term
Sprints & Backlog	=	Sharespaces (editable)
User Story	=	Requirement (editable)



DID YOU KNOW? You can freely edit labels in OneDesk to suit your Agile process

By maintaining a flexible container architecture, OneDesk allows organizations to implement Agile according to their unique recipe, while enabling the kinds of direct inputs and outputs that build and maintain momentum around a shared vision and real market drivers. To see how this happens in action, we'll take a walk-through of some basic concepts.

USER STORIES

At OneDesk, we believe that the best user stories come from the users themselves. By allowing you to invite customers to the table and directly provide their feedback (see: "INVITING CUSTOMERS"), you can directly access Feedback and seamlessly integrate their voice into your User Stories.



CREATING A USER STORY

- In the **Stories** (Requirements) view of your Sharespace, click **Create**
- Enter your stories and their details; attach any supporting documents
- Stories can be moved from Backlog to Sprints as required
- Tasks can be created and assigned from Stories with a single click



DID YOU KNOW? You can create a user story directly from customer feedback

SPRINTS & BACKLOGS

Among the core building blocks in Agile, Sprints and Backlogs represent the current and shelved projects underway. In OneDesk, Sprints are labelled Sharespaces out-of-the-box. Of course you can freely re-label them based on your own terms and criteria.



TRY THIS:

- **Start a 'Sprint'** by creating a Sharespace that contains Feedback, Tasks and Stories-> name it "Sprint 1"
- **Create a Backlog** by making a Sharespace that contains only Requirements -> name it "Backlog"
- **Plan your Sprint** by moving some high priority stories from Backlog to Sprint 1 and create some tasks from them

INVITING CUSTOMERS

- In OneDesk you can freely invite customers to submit their feedback or ideas
- In the Customers View, you can create a new customer and send them an email invitation
- Customer will then receive an e-mail with a link to register and start contributing

BURNDOWN CHARTS

Agile Burndown Charts provide a critical ongoing read of the progress of your Sprints. OneDesk provides a quick and easy way to view a Sprint's progress over time.



VIEW A BURNDOWN CHART FOR A SPRINT

- Go to your Sharespace's **Dashboard**.
- In the **Issues/Tasks** widget, choose **Status over Time**.
- This chart allows you to see the tasks in the Sharespace that have been completed, are in progress, or yet to be started.



DID YOU KNOW? In OneDesk you can set your own life-cycle steps for any item and automate the workflows to reduce repetitive work?

Why OneDesk Agile May be Just the Right Solution for You

OneDesk provides a uniquely flexible environment to manage your Agile teams and projects. But that's just the beginning. While supporting all key functions from User Stories to Sprints, Backlogs and Burndown Charts, OneDesk provides a comprehensive Product Development Platform with integrated, data-driven roadmaps, detailed worklogs, business case analysis and seamless collaboration.

Because OneDesk is a social business environment, it also allows you to maintain a direct link to the customer, their critical Feedback and the genesis for your User Stories. While allowing your teams to work collaboratively, in real-time, OneDesk provides visibility into each stage of the development process, from initial customer feedback, to the stories and iterations that move the product forward in a truly market-aligned vision.