

License Savings & Inactive Users – Clovity AI Copilot for Jira



Purpose of the App

The AI License Optimizer is a Jira Forge app designed to help organizations analyze license usage, detect waste, and optimize costs across Atlassian tiers (Standard, Premium, Enterprise).

With its AI-powered assistant, it provides actionable insights, risk detection, and recommendations for better license management.

Key Features

Automated Scanning

Scans all software projects in your Jira instance and summarizes license usage.

Tier-Aware Optimization

Select your Atlassian tier (Standard, Premium, Enterprise) for precise recommendations.

AI Chat Assistant

Ask natural language questions about license usage, costs, and optimization strategies.

User Activity Analysis

Classifies users by activity level to identify underutilized accounts.

Cost & Risk Insights

Provides savings opportunities and flags compliance/security risks.

Export Reports

Save optimization insights and chat transcripts as professional PDF reports.

More Apps & Support

Quick links to other Clovity Atlassian apps and direct contact options.

Installation

Navigate to the Atlassian Marketplace.

Search for AI License Optimizer (by Clovity).

Click Install and grant the required permissions:

- **read:jira-work** – Read project & issue data.
- **read:jira-user** – Access user info.
- **storage:app** – Store your scan history and preferences.

Once installed, the app appears under Apps → License Optimizer in Jira.

Getting Started

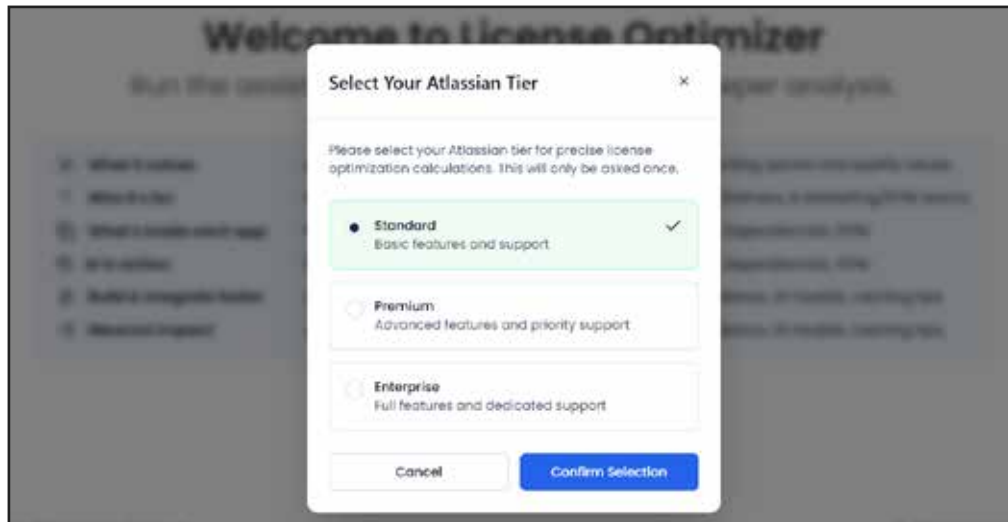
Step 1 – Open the App

Go to Apps → License Optimizer in Jira's top navigation bar.

Step 2 – Select Your Tier

On first launch, you'll be prompted to select your Atlassian license tier:

- **Standard** – Basic features.
- **Premium** – Advanced features.
- **Enterprise** – Full features with dedicated support.



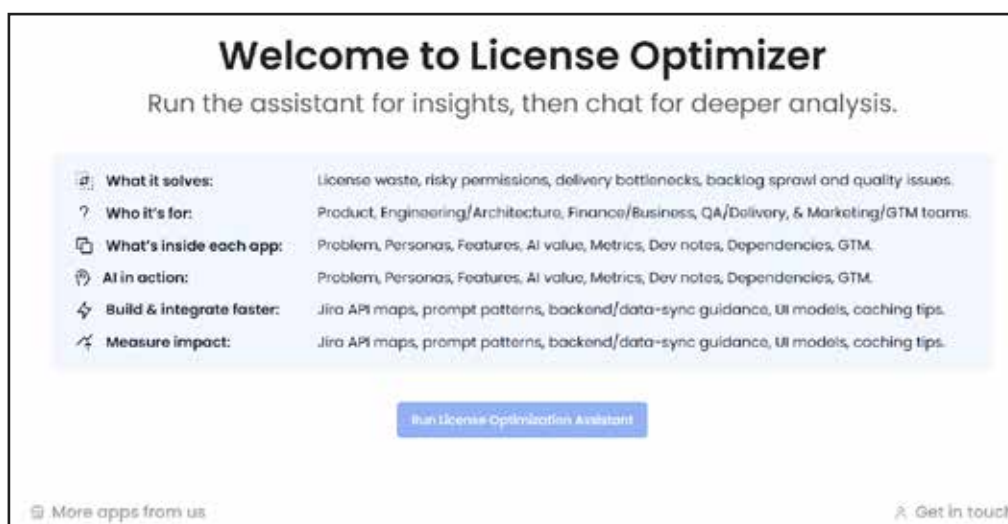
This choice is saved per organization.

Step 3 – Run the Optimizer

Click “Run License Optimization Assistant”

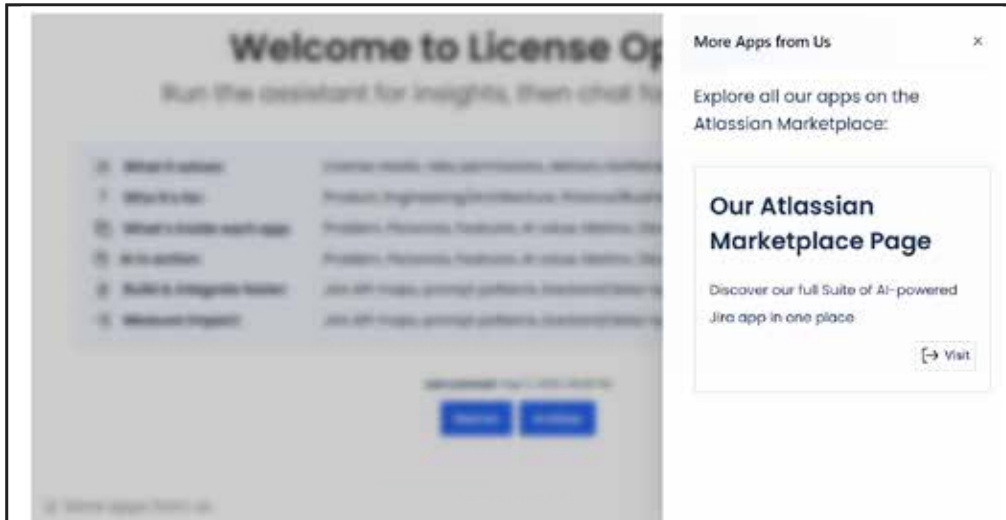
The app scans all Jira software projects, showing real-time progress.

Once complete, results are available for analysis.



Demonstrating Core Features

Automated Scanning



Initiate scan → The progress bar shows which project is being analyzed.

For each project:

- Issues are categorized (bug, story, task, etc.).
- Status distribution is recorded (open, in progress, done).
- User activity is summarized (active vs. inactive).

Example:

Project Alpha – 1,500 issues, 12 inactive users, 40% tasks in backlog.

Tier-Aware Recommendations

The optimizer tailors results to your selected tier.

Example:

- **Premium org with many inactive users** → Suggests downgrading those users to Standard.
- **Enterprise org with many unused projects** → Suggests archiving to cut costs.

Welcome to License Optimization Assistant

Questions on costs, access, or usage?

Q Identify unused license

🔍 Find inactive users

📊 Analyze license usage

💰 Calculate cost savings

More apps from us

Calculate cost savings



Get in touch

← Last scanned: Sep 11, 2025, 05:40 PM

🕒 5:40:05 PM

Analyze license usage

🕒 5:43:20 PM 📄 PDF

License Usage Analysis

Summary: We analyzed multiple projects within your organization for dormant users and inactive activities.

Findings:

- Dormant Users:** Multiple users across various projects are identified as dormant, lacking recent activity.
 - For instance, in the 'Development project', users have not logged in for around 2-6 days.
 - In the 'Backlog Companion' project, several users have not been active for over a month.
- Inactive Projects:** Projects such as 'AI Generated Test Cases' show no recent user activity or issue updates.

Recommendations:

actions taken.

Data Summary (if useful):

Project Name	Dormant Users	Estimated Savings per Year
Development project	3	\$279.00
plugh testing	2	\$186.00
Backlog Companion	4	\$372.00

Please review the identified dormant users and consider deactivating or adjusting their roles.

Suggested Follow-up questions:

☐ Would you like to explore deactivation options for dormant users?

☐ Should we consider archiving inactive projects like 'AI Generated Test Cases'?

☐ Are you interested in more detailed forecasting of potential savings?

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Enter questions such as:

- “Which users have not created issues in the last 90 days?”
- “What’s the estimated cost savings if I downgrade 20 inactive licenses?”
- “Show me the risk exposure for unused admin accounts.”

The assistant provides answers in natural language with follow-up suggestions.

Export option: Download the conversation as a PDF.

Last Scanned Information

Last scanned : Sep 11, 2025, 05:40 PM

Rescan

Analyse

✓ Completed.

The UI shows “**Last Scanned: [Date/Time]**” so you always know when the data was last refreshed.

You can choose **Rescan** anytime.

Exporting Reports

After chat or scan:

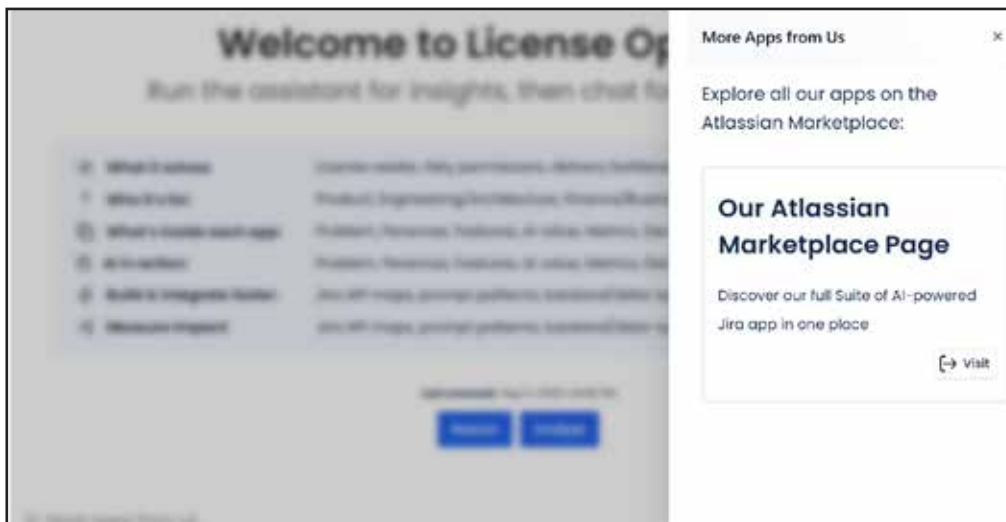
- Click Download PDF.
- Generates a clean report with:

- Scan summary.
 - Chat Q&A.
 - Recommendations.
- Ideal for sharing with Finance, IT, or Leadership teams.

More Apps & Contact

More Apps Drawer → Explore other Clovity Atlassian solutions.

Contact Us Button → Direct link to Clovity support page.



Best Practices

- Run scans monthly to keep insights fresh.
- Check user activity reports to detect underutilized licenses early.
- Export chat reports for quarterly cost reviews.
- Restrict access to Jira admins for security.

Troubleshooting

- **No Projects Found** → Ensure you have Jira Software projects (not just Business/Service projects)
- **Scan Failed** → Check permissions or retry; large projects may take longer.
- **Chat Error** → Verify internet connection and API key configuration.
- **Tier Modal Keeps Showing** → Ensure Forge storage is enabled and permissions are correct.

Support & Contact

- **Email:** [support@clovity.com]
- **Website:** <https://clovity.com/contact>
- **Documentation:** Atlassian Developer Portal