Migrating AI Insights from Connect to Forge

AI Insights for Jira Service Management is moving from **Atlassian Connect to Atlassian Forge**. Atlassian is responsible for the roll-out execution. It will happen in stages, with your instance undergoing the update at some point within the 2 weeks beginning **17 September 2026**.

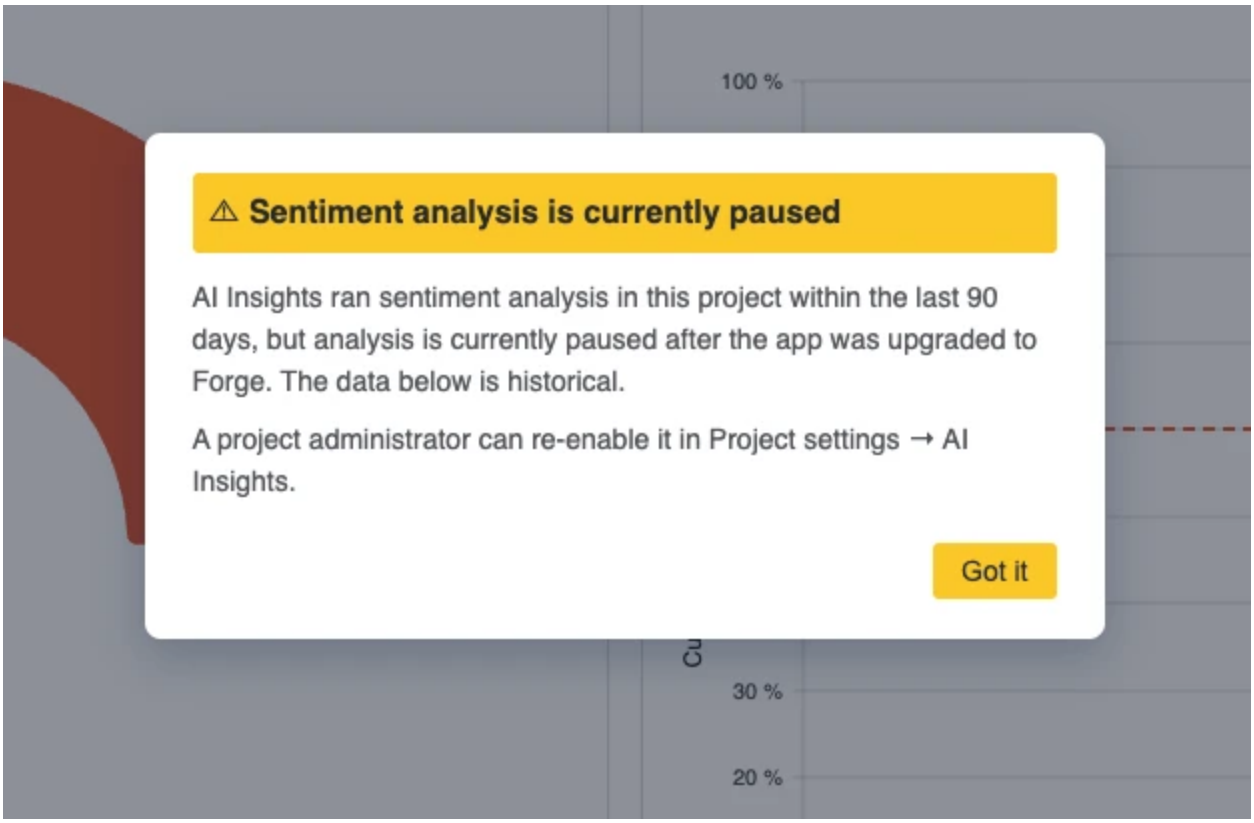
The Forge upgrade itself is **automatic and seamless**. You do not need to reinstall AI Insights or approve any additional permission scopes.

However, if sentiment analysis was previously enabled in one or more of your Jira Service Management projects, there is **one action required after the upgrade**.

A **Project Admin** will need to re-enable sentiment analysis for each affected project before sentiment analysis resumes.

What action do I need to take after the upgrade?

When the Forge version of AI Insights reaches your site, sentiment analysis will be **disabled by default for projects where it was previously enabled**.



You will need to re-enable sentiment analysis individually for each affected Jira Service Management project.

AI Insights will show you which projects previously had sentiment analysis enabled, making it easier to identify where action is required.

No action is required for projects where sentiment analysis was not previously enabled.

Why do I need to re-enable sentiment analysis?

As part of the move to Forge, AI Insights is changing how sentiment analysis is processed.

The previous version of AI Insights used **IBM Watson** for sentiment analysis. The new Forge version uses a **new Atlassian-hosted AI model** instead.

Because the AI processor and associated processing terms have changed, we are asking customers to **actively opt in again** before sentiment analysis resumes.

This gives your organisation the opportunity to review the updated AI processing information and terms before enabling sentiment analysis under the new setup.

What changes with the move to Forge?

The move from Atlassian Connect to Forge brings several improvements to AI Insights:

- **Runs on Atlassian** — AI Insights now operates using Atlassian's Forge infrastructure.
- **EU data residency support** — helping align AI Insights with Atlassian's data residency capabilities.
- **Atlassian-hosted AI processing** — sentiment analysis is moving away from IBM Watson to a new AI model hosted through Atlassian's platform.
- **No additional permission approval required** — the migration does not introduce higher app permission scopes.

The migration itself happens automatically.

The only action required is to re-enable sentiment analysis for projects where you want it to continue operating.

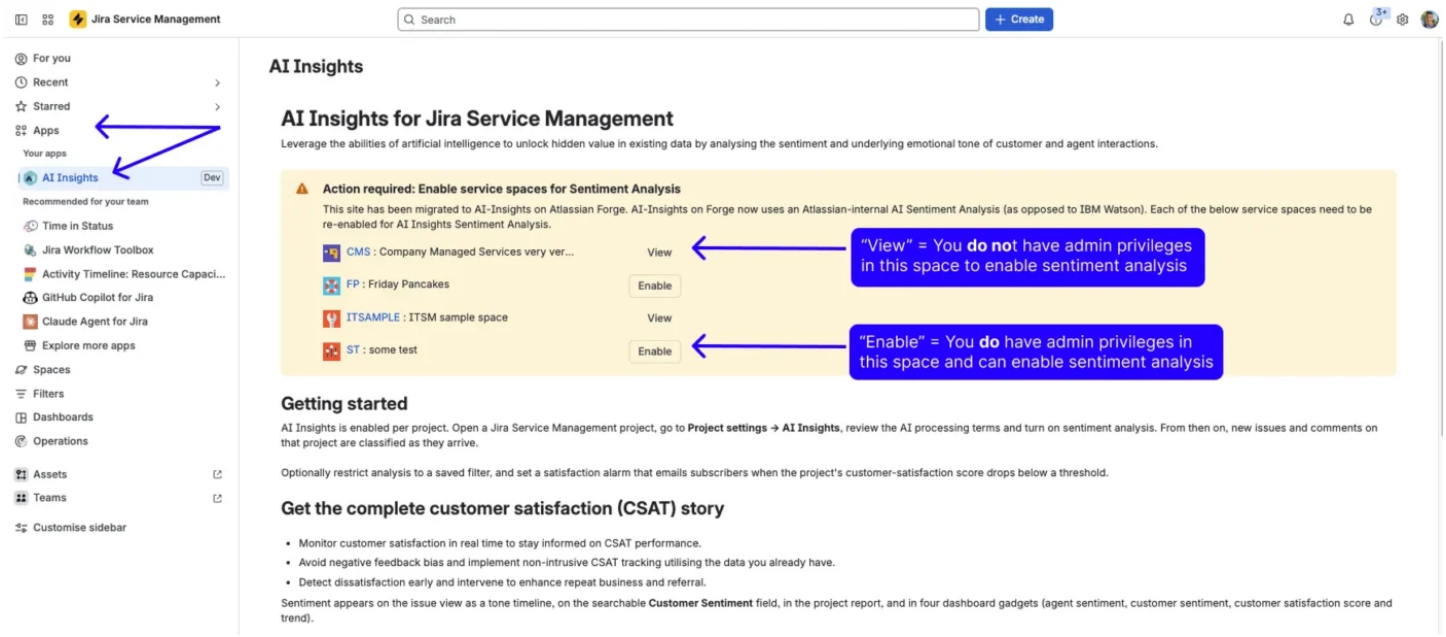
How to re-enable sentiment analysis

You must be a **Project Admin** for the relevant Jira Service Management project to re-enable sentiment analysis.

Step 1: Open AI Insights

In Jira, navigate to:

Apps → AI Insights



The main AI Insights page will display the projects that had sentiment analysis enabled before the migration.

Use this list to identify which projects **need sentiment analysis to be re-enabled** that have had activity in the **last 90 days**

Step 2: Open the affected project

Open one of the Jira Service Management projects listed as previously having sentiment analysis enabled.

Click the “Enable” button listed next to each project, as seen in the screenshot above.

Important: Each project has to be enabled individually. Enabling one project **will not** enable all projects.

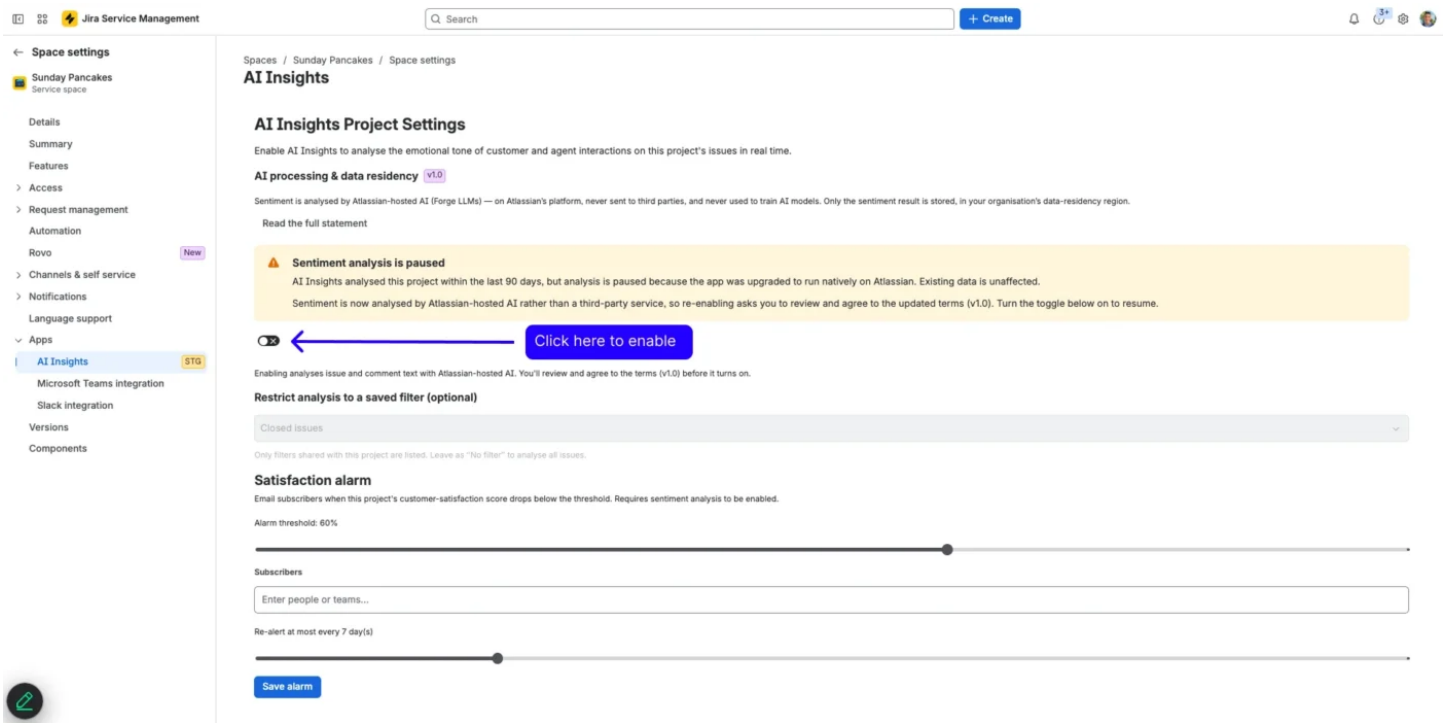
Step 3: Review the updated AI processing information

On the AI Insights Project Settings page, review the updated information explaining how sentiment analysis is processed in the Forge version of AI Insights.

Because the underlying AI processor has changed, you will be asked to confirm the updated AI processing terms before sentiment analysis can be enabled again.

Step 4: Re-enable sentiment analysis

Enable sentiment analysis for the project and accept the updated AI processing terms when prompted.



Once enabled, AI Insights can resume analysing new interactions for sentiment in that project.

Step 5: Repeat for any other affected projects

Return to the main **AI Insights** app page and repeat the process for any other projects that previously had sentiment analysis enabled.

Sentiment analysis must be re-enabled **individually for each affected project**.

What happens if I don't re-enable sentiment analysis?

Nothing is required for the Forge migration itself.

AI Insights will still be upgraded automatically.

However, sentiment analysis will remain disabled for affected projects until a Project Admin actively re-enables it and accepts the updated AI processing terms.

While sentiment analysis is disabled, **new interactions in that project will not be analysed for sentiment**.

You can re-enable sentiment analysis later if you are not ready to do so immediately after the migration.

Common Questions

Do I need to reinstall AI Insights?

No.

The Connect-to-Forge migration happens automatically.

You do not need to uninstall or reinstall AI Insights.

Do I need to approve new Jira permissions?

No.

The Forge version does not require higher permission scopes as part of this migration, so you will not need to approve any additional app permissions.

Who can re-enable sentiment analysis?

A user with **Project Admin permissions** for the relevant Jira Service Management project must re-enable sentiment analysis.

If you do not have Project Admin access, please contact the appropriate Jira administrator or Project Admin within your organisation.

Why is Izymes moving AI Insights to Forge?

Forge is Atlassian's cloud app development platform and allows AI Insights to operate more closely within Atlassian's infrastructure.

For AI Insights, the migration provides benefits including:

- Runs on Atlassian
- EU data residency support

- Atlassian-hosted AI processing
- A more Atlassian-native app architecture

When will the migration happen?

The staged rollout of the Forge version of AI Insights will begin on **17 September 2026**.

Because the rollout is staged, the new version may reach different customer sites at slightly different times.

Once the Forge version reaches your site, previously enabled sentiment analysis projects will require re-enablement before sentiment analysis resumes.

Need help?

If you have any questions about the migration or encounter any problems re-enabling sentiment analysis, please contact the **Izymes Support team**.

We're happy to help.