

New Feature: More Powerful JIRA Integration

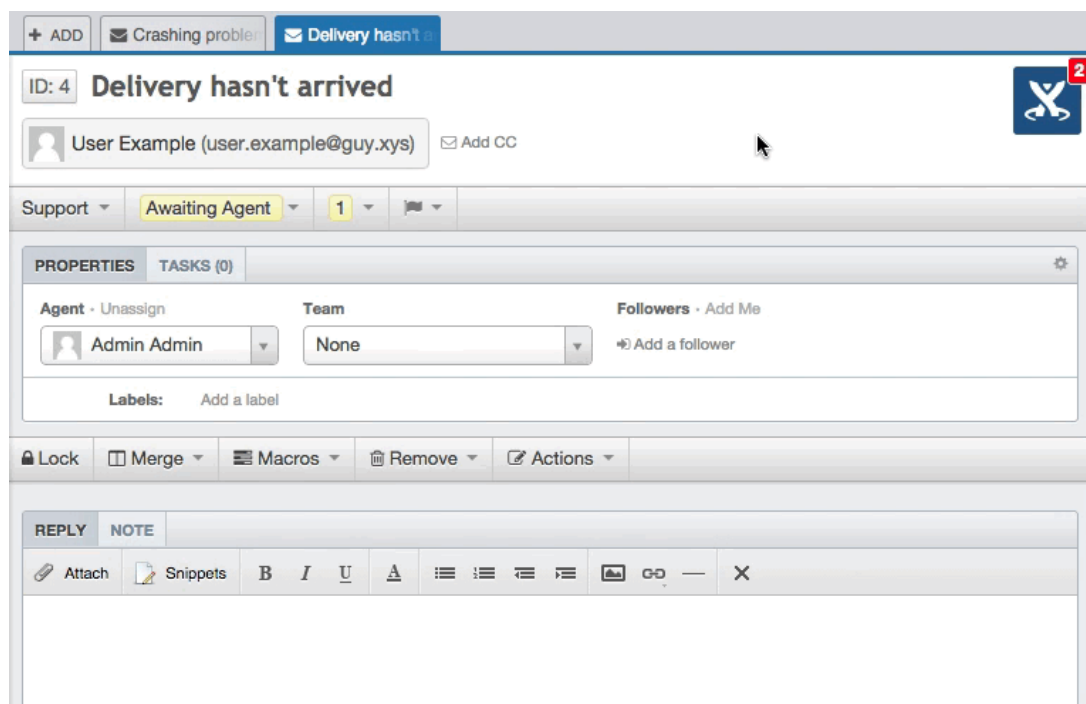
2014-12-08 - Ben Henley - Comments (0) - Product

At DeskPRO, we know it's important that your helpdesk works with the rest of your software. That's why we offer a wide range of apps to integrate with third-party services.

[Atlassian JIRA](#) is a powerful issue tracking system. DeskPRO has had JIRA integration for a while, but now we've **completely overhauled our JIRA app** with more functions and a completely new interface style.

Now you have more options to link JIRA issues and DeskPRO tickets: link one ticket to multiple issues, or create a new issue based on a ticket.

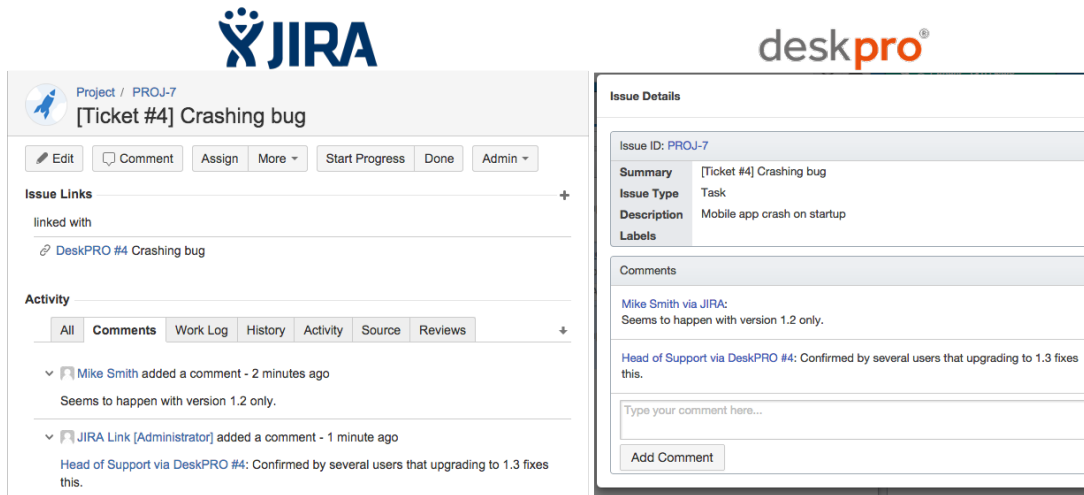
JIRA information is displayed in a collapsible pane; you can open it only when you need it, or if you use JIRA integration a lot, keep it locked open all the time.



The updated app enables you to:

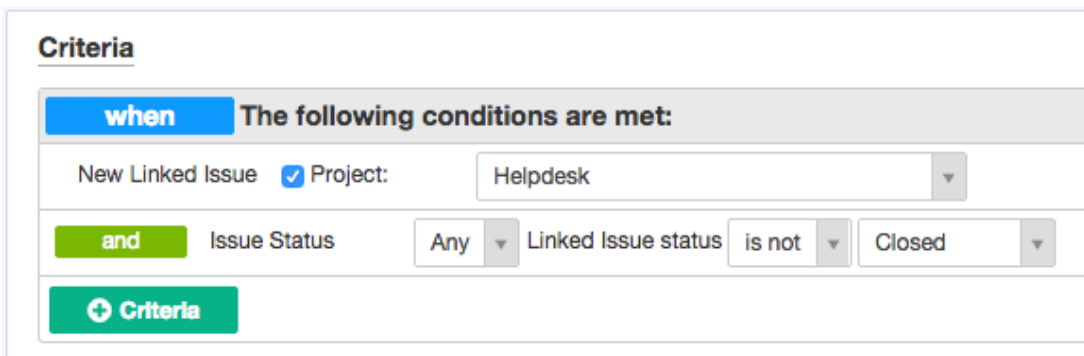
- View details of a linked issue, including JIRA comments, from within DeskPRO.
- See linked DeskPRO tickets from within JIRA.

- Post comments to JIRA from DeskPRO.
- Open a linked issue in the JIRA interface with one click.
- Customize which JIRA fields are displayed in DeskPRO.



The image shows two side-by-side screenshots. The left screenshot is from the JIRA interface, displaying a ticket titled "[Ticket #4] Crashing bug" under the project "PROJ-7". It includes buttons for "Edit", "Comment", "Assign", "More", "Start Progress", "Done", and "Admin". Below these are sections for "Issue Links" (showing a link to "DeskPRO #4 Crashing bug") and "Activity" (showing comments from Mike Smith and a JIRA Link Administrator). The right screenshot is from the DeskPRO interface, showing "Issue Details" for "Issue ID: PROJ-7". It includes fields for "Summary" ([Ticket #4] Crashing bug), "Issue Type" (Task), "Description" (Mobile app crash on startup), and "Labels". There is also a "Comments" section with a comment from Mike Smith via JIRA and a comment from Head of Support via DeskPRO #4.

You can also create DeskPRO triggers which respond to JIRA events:



The image shows a "Criteria" configuration window in DeskPRO. It has a "when" tab and a header "The following conditions are met:". Below this, there are two conditions: "New Linked Issue" with a checked "Project:" dropdown set to "Helpdesk", and "Issue Status" with a dropdown set to "Any", "Linked Issue status" set to "is not", and "Closed" set to "Closed". At the bottom, there is a green button labeled "Criteria".

and add JIRA comments from your triggers, SLAs and escalations.

If you're currently using the old JIRA integration, don't worry: when you install the new app, all the links to JIRA that you've already created will continue to work.

See this Knowledgebase article for [more details about the JIRA app](#), including a full installation guide.