

?Can I use Deskpro automation for integration with JIRA

Deskpro Legacy - تعليقات (0) - Ben Henley - 2023-08-29

The updated JIRA integration app adds support for creating triggers that respond to JIRA events and create comments within JIRA.

To enable these, you must [install the latest JIRA app](#). (If you are on Deskpro On-Premise and are running build #383 or earlier, you must first update your helpdesk.

You will find JIRA events filter settings under the **By an app** category

☒ By an app

☒  Linked JIRA issue was updated

☐  Linked JIRA issue was deleted

You will be able to use the following criteria for triggers

JIRA

New JIRA Comment

Issue Status

New Linked Issue

There will also be an automation action to add a JIRA comment to all linked issues on a ticket

Author:

☐ Use the assigned agent if there is one ?

☒ Head of Support

Add JIRA Comment

Text:

Action

