

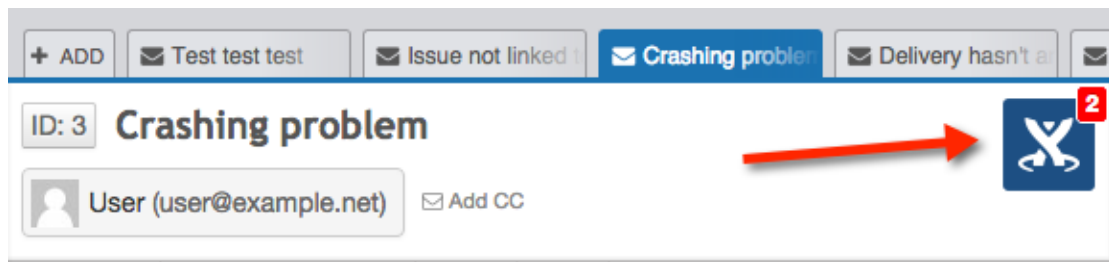


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?How can I use the JIRA integration

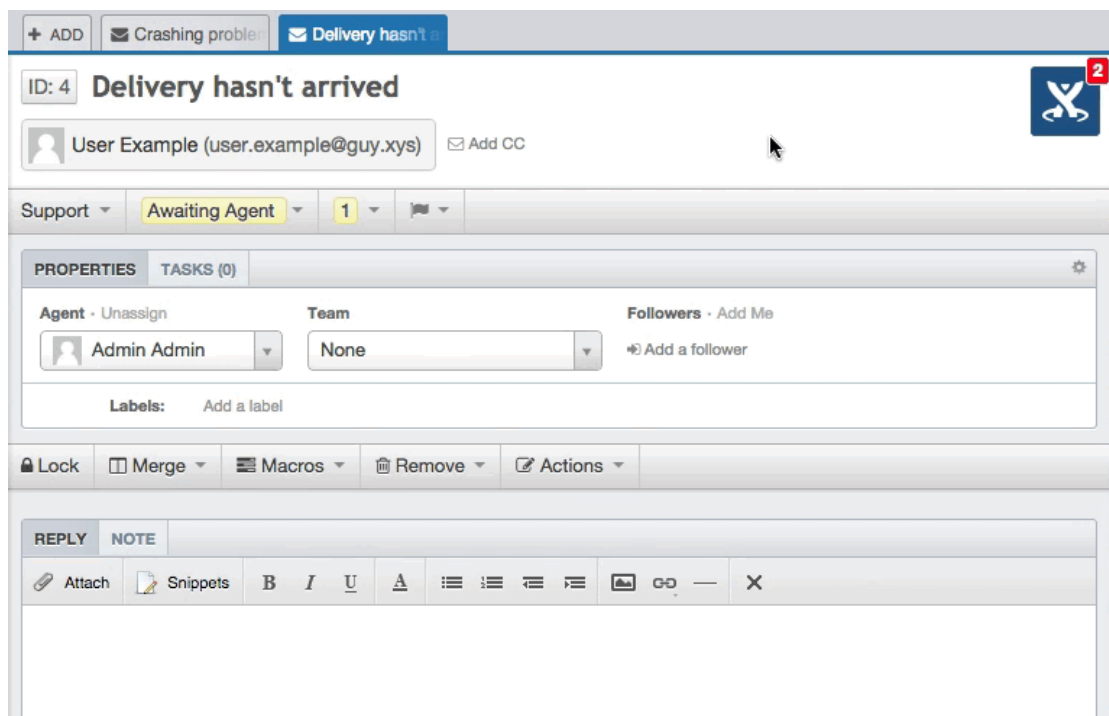
[Deskpro Apps](#) - [تعليقات \(.\)](#) - Ben Henley - 2023-08-16

When the JIRA app is installed, a JIRA icon is displayed on each ticket. The number of JIRA issues linked to the ticket is displayed as a red number at the top right of the icon.



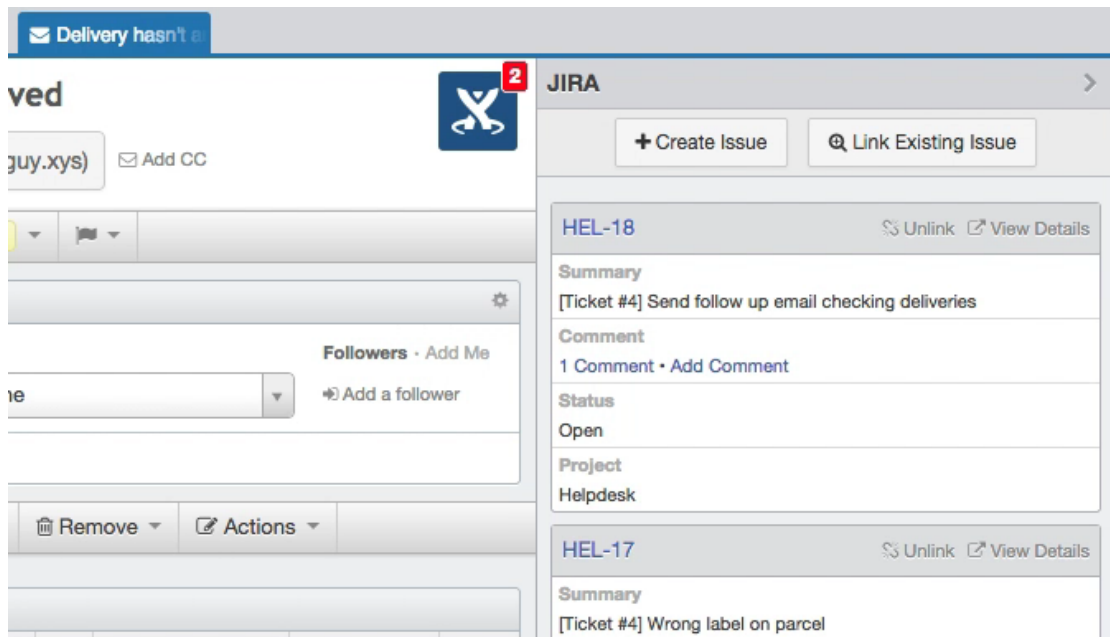
.A list of the linked issues can be viewed in a collapsible side pane

:To show the side pane, mouse over the JIRA icon



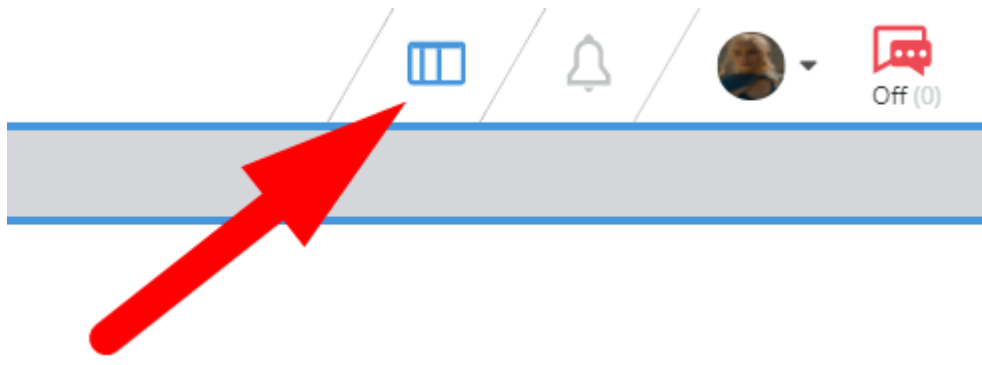
To lock the JIRA pane open, click the **padlock icon** in the top right of the pane. Alternatively, you can open and

.lock the pane in one step by clicking on the JIRA icon



Create Issue will create a new JIRA issue linked to the ticket. **Link Existing Issue** links the ticket to an .(existing JIRA issue (using the JIRA alphanumeric reference code e.g. XXX-12

If you're working on a small screen and locking the JIRA pane open makes the rest of the interface too narrow, .don't forget that you can switch to [1-column view](#) using the icon in the top right, or collapse the filter pane



Click **View Details** to see more information about the individual issue (the fields displayed in the issues list and .(the detailed view are configurable by the helpdesk admins

.To collapse the side pane again, click the > icon which replaces the padlock when the pane is locked

.Click a JIRA issue number in Deskpro to view that issue in JIRA

HEL-19	Unlink View Details
Summary	
[Ticket #6] Missing parcel	
Comment	
1 Comment • Add Comment	
Status	
Open	
Project	
Helpdesk	

.You can add comments to JIRA issues from within Deskpro

Click **Add Comment** on an individual issue (this may be displayed in the list pane or in the detail view, or both) .to comment on just that issue

.Click **Send Comment** at the bottom of the JIRA pane to add the same comment to *all* issues linked to a ticket


HEL-20	Unlink View Details
Created	
Tue Nov 25 2014 15:51:56 GMT+0000 (GMT)	
Project	
Helpdesk	
Summary	
[Ticket #1] Ticket about a problem	
Comment	
0 Comments • Add Comment	
HEL-9	Details
Created	
Mon Nov 24 2014 11:17:18 GMT+0000 (GMT)	
Project	
Helpdesk	
Summary	
Crashing error	
Comment	
0 Comments • Add Comment	

Send Comment
adds the same
comment to all
linked issues


Comments will be added using a JIRA account, but they will be prefixed with the name of the Deskpro agent who .made them

Activity

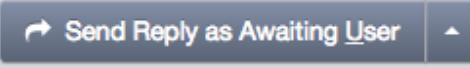




All **Comments** Work Log History Activity Source Reviews

▼  JIRA Admin [Administrator] added a comment - 12 minutes ago

[DeskPRO Agent via DeskPRO]: We confirmed that this was due to the label printing problem.

 Comment

.When replying to a ticket, agents can also choose to send the message to JIRA as a comment or as a new issue

 Agent:  Me ▼ Team: 1st Level Support ▼
 Close Tab  Email User 
 Send comment to JIRA ▼ 

- البطاقات
- [JIRA](#)