Elevate Issue Tracking with Linear and PagerDuty Apps

(Product (Admin) - (٠) تعليقات - Lara Proud - 2024-01-09

We are thrilled to announce the launch of two new powerful issue-tracking apps, Linear and
PagerDuty, that will provide a more seamless issue-tracking workflow for your teams.

Linear your comprehensive project management platform
With our Linear integration, your team can seamlessly manage projects between your
Linear projects and your helpdesk.

With the Linear app, your team can utilize the following features:

• **Link Issues with Tickets:** Enhance agent-user communication by linking issues to
tickets within the app, allowing agents to effortlessly access information in Linear
directly from Deskpro.

• **Create Issues:** Conveniently create new issues based on the information acquired
from your users.

• **View Issues:** Stay updated with the latest changes to your issues by viewing their
properties.

• **Edit Issues:** Agents can edit issue properties when they receive new information
from your users.

• **Add Comments:** Supplement your issues with additional information using Linear's
intuitive comment system.

Increase efficiency with PagerDuty's advanced incident management capabilities
With Deskpro's PagerDuty integration, your agents can track events that impact your
customers directly from your helpdesk.

:The PagerDuty integration offers

• **Incident Creation:** Seamlessly create a PagerDuty incident upon receiving
customer complaints without switching between applications, ensuring a swift
response to problems.

• **View Incidents:** Obtain crucial insights about ongoing incidents, enabling easier
customer updates about their progress.

• **Edit Incidents:** Keep your incidents updated with real-time information, providing
your engineers with the latest details to aid their resolution efforts.

• **Create Comments:** Interact with your engineers who use PagerDuty with
comments, facilitating mutual updates without leaving the Deskpro interface.

To get started with these new apps, navigate to **Admin > Apps & Integrations > Apps**,
open the **Available** tab, select the app you want to install, and follow the setup
instructions.