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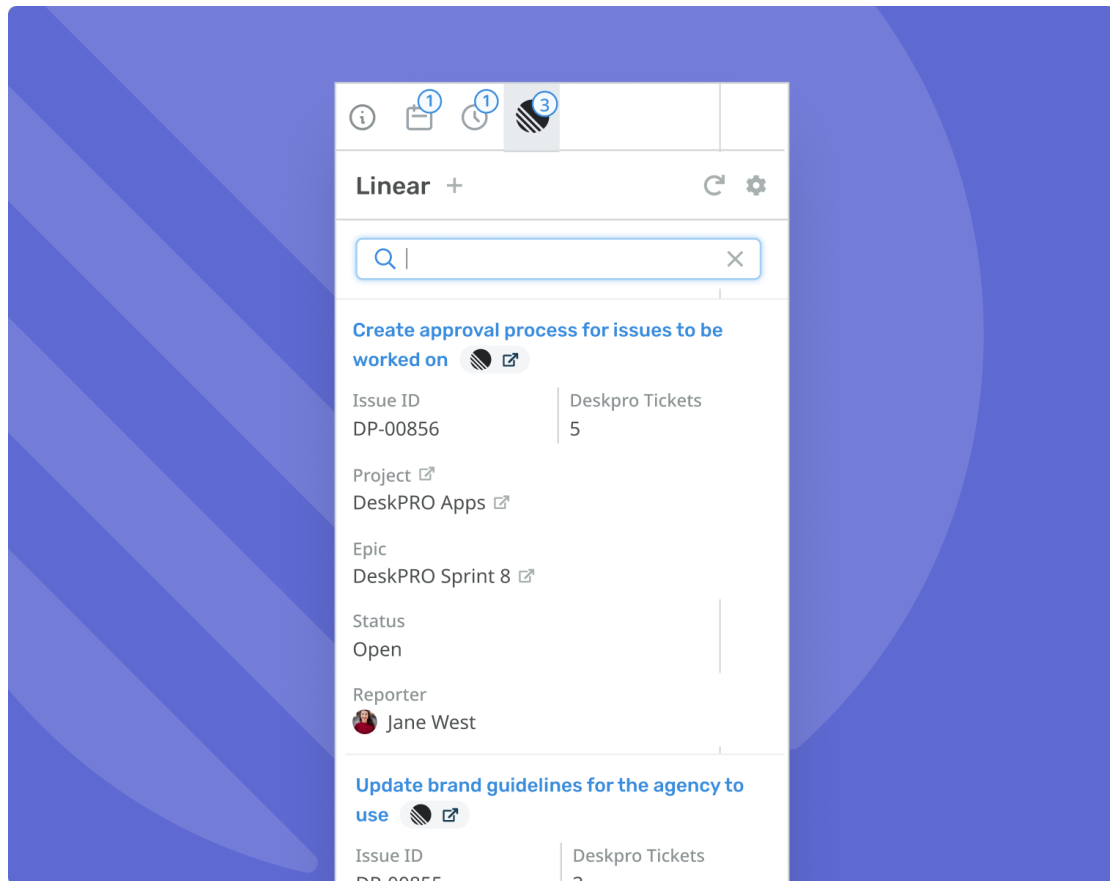
Elevate Issue Tracking with Linear and PagerDuty Apps

([Product \(Admin\)](#) - [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

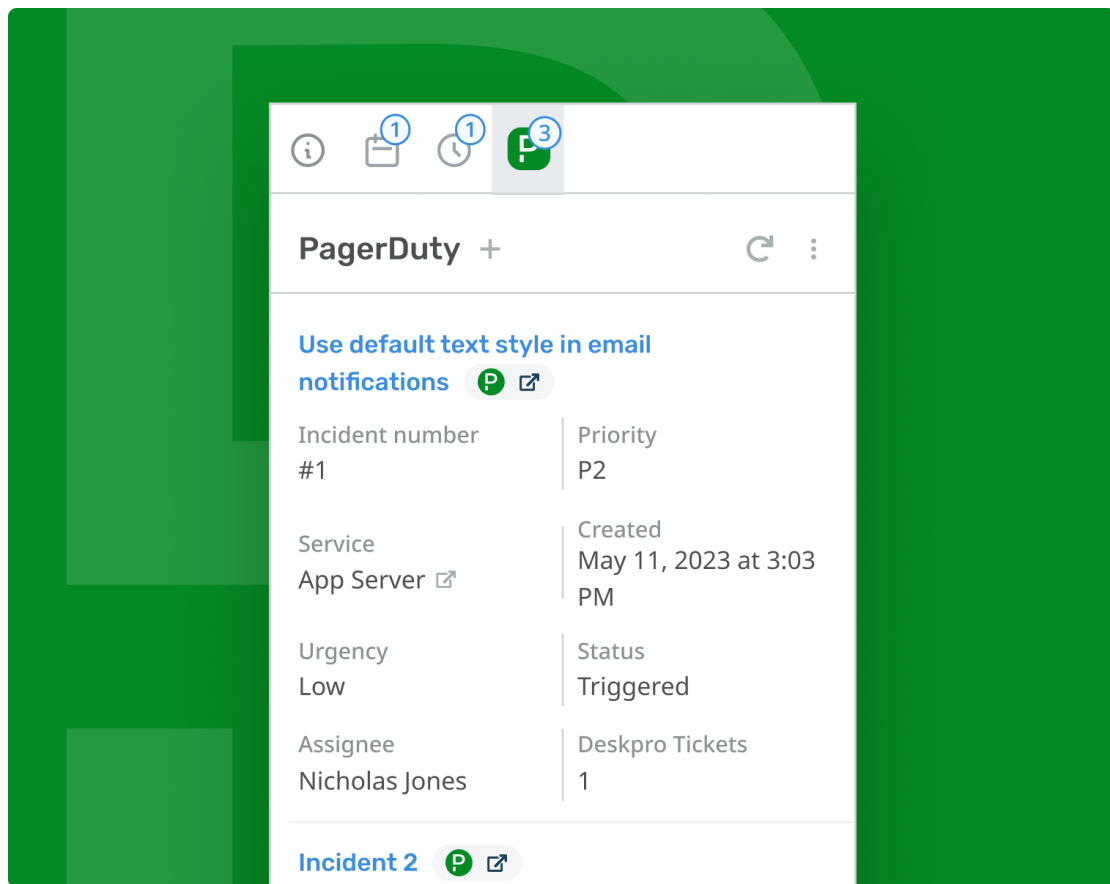
.View Issues: Stay updated with the latest changes to your issues by viewing their properties •

.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