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## New Feature: More Powerful JIRA Integration

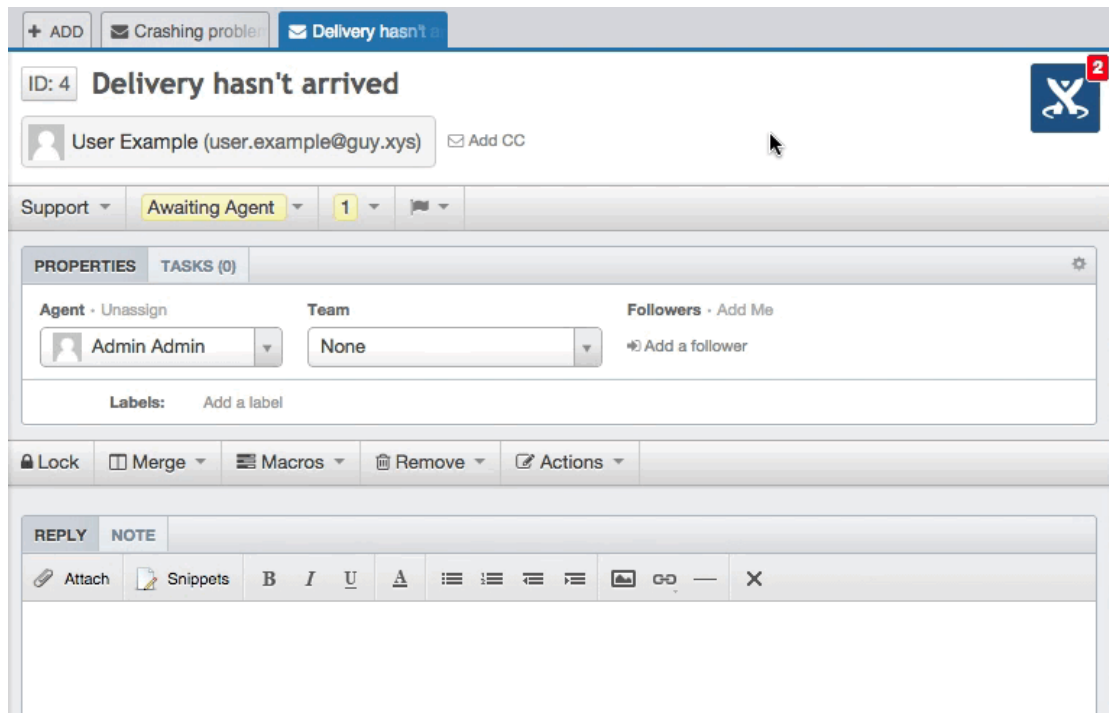
[Product](#) - [\(0\) تعليقات](#) - Ben Henley - 2014-12-08

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 screenshot displays the integration between JIRA and DeskPRO. On the left, the JIRA interface shows a ticket titled "[Ticket #4] Crashing bug" under project "PROJ-7". It includes action buttons like "Edit", "Comment", "Assign", and "More". Below, the "Issue Links" section shows a link to "DeskPRO #4 Crashing bug". The "Activity" section shows comments from "Mike Smith" and "JIRA Link [Administrator]". On the right, the "Issue Details" pane for the DeskPRO ticket shows: Issue ID: PROJ-7, Summary: "[Ticket #4] Crashing bug", Issue Type: "Task", Description: "Mobile app crash on startup", and a comment from "Head of Support via DeskPRO #4" stating "Confirmed by several users that upgrading to 1.3 fixes this."

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

The screenshot shows the "Criteria" configuration interface. It features a "when" section with the heading "The following conditions are met:". The first condition is "New Linked Issue" with a checked "Project" dropdown set to "Helpdesk". The second condition is "Issue Status" with a dropdown set to "Any", followed by "Linked Issue status" with a dropdown set to "is not", and "Closed" with a dropdown set to "Closed". A green "+ Criteria" button is visible at the bottom.

.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