

New Feature: More Powerful JIRA Integration

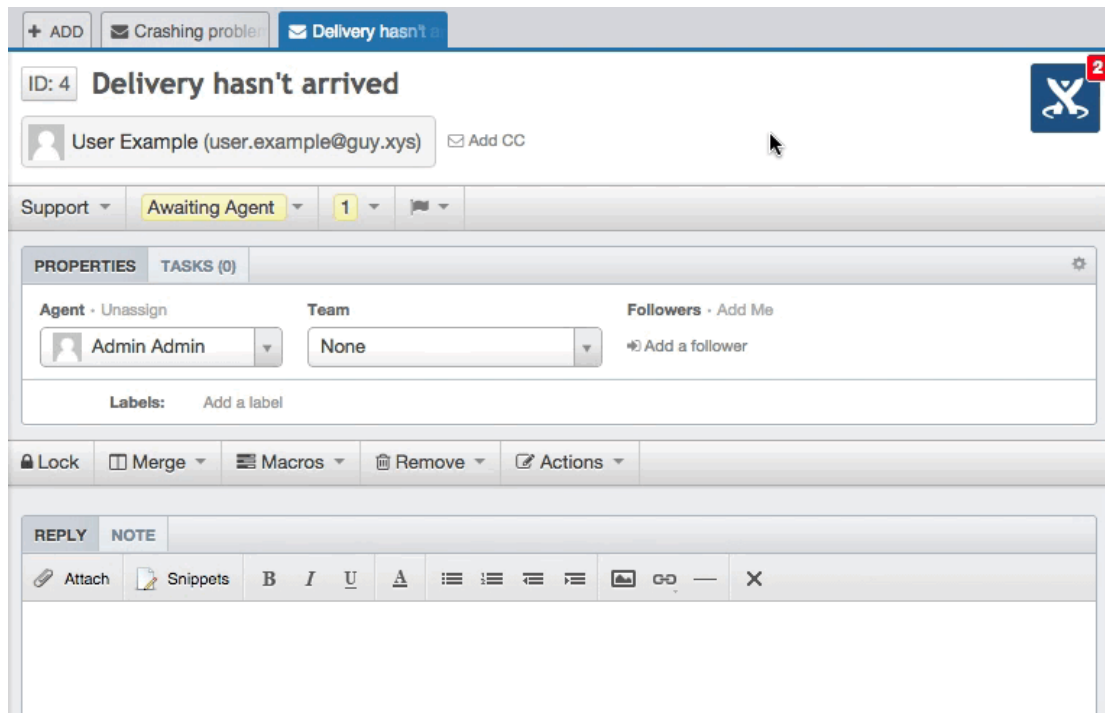
[Product](#) - [تعليقات \(.\)](#) - Ben Henley - 2014-12-08

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





 Project / PROJ-7

[Ticket #4] Crashing bug

Edit
Comment
Assign
More ▾
Start Progress
Done
Admin ▾


Issue Links

linked with
+


[DeskPRO #4 Crashing bug](#)

Activity

All
Comments
Work Log
History
Activity
Source
Reviews
↓

 Mike Smith

added a comment - 2 minutes ago
 Seems to happen with version 1.2 only.

 JIRA Link [Administrator]

added a comment - 1 minute ago
 Head of Support via DeskPRO #4: Confirmed by several users that upgrading to 1.3 fixes this.

Issue Details

Issue ID: PROJ-7


Summary [Ticket #4] Crashing bug

Issue Type Task


Description Mobile app crash on startup

Labels

Comments

 Mike Smith via JIRA:

Seems to happen with version 1.2 only.

 Head of Support via DeskPRO #4:

Confirmed by several users that upgrading to 1.3 fixes this.

Type your comment here...

Add Comment

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

Criteria

when

The following conditions are met:

New Linked Issue

☒ Project:

Helpdesk

▾

and

Issue Status

Any

▾

Linked Issue status

is not

▾

Closed

▾

+ Criteria

.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