

Can I use Deskpro automation for integration with JIRA?

Ben Henley - 2023-08-29 - Коментари (0) - Deskpro Legacy

The updated JIRA integration app adds support for creating triggers that respond to JIRA events and create comments within JIRA.

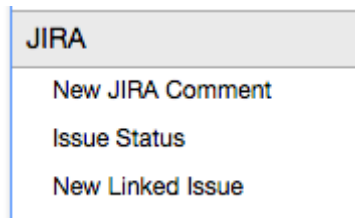
To enable these, you must [install the latest JIRA app](#). (If you are on Deskpro On-Premise and are running build #383 or earlier, you must first update your helpdesk).

You will find JIRA events filter settings under the **By an app** category.



A screenshot of the 'By an app' category in the Deskpro automation settings. It shows two options: 'Linked JIRA issue was updated' which is checked with a blue checkbox, and 'Linked JIRA issue was deleted' which is unchecked with a white checkbox. Each option is preceded by a small icon of a puzzle piece with a plus sign.

You will be able to use the following criteria for triggers:



A screenshot of a dropdown menu for JIRA criteria. The menu is titled 'JIRA' and lists three options: 'New JIRA Comment', 'Issue Status', and 'New Linked Issue'. The 'New Linked Issue' option is highlighted with a blue background.

There will also be an automation action to add a JIRA comment to all linked issues on a ticket.



A screenshot of the 'Add JIRA Comment' automation action configuration. It features a label 'Add JIRA Comment' on the left. To the right, there is a field for 'Author:' with a dropdown menu showing 'Use the assigned agent if there is one' (unchecked) and 'Head of Support' (selected with a blue circle). Below this is a large text area for 'Text:'. At the bottom left, there is a green button with a white play icon and the text 'Action'.

