

New Feature: More Powerful JIRA Integration

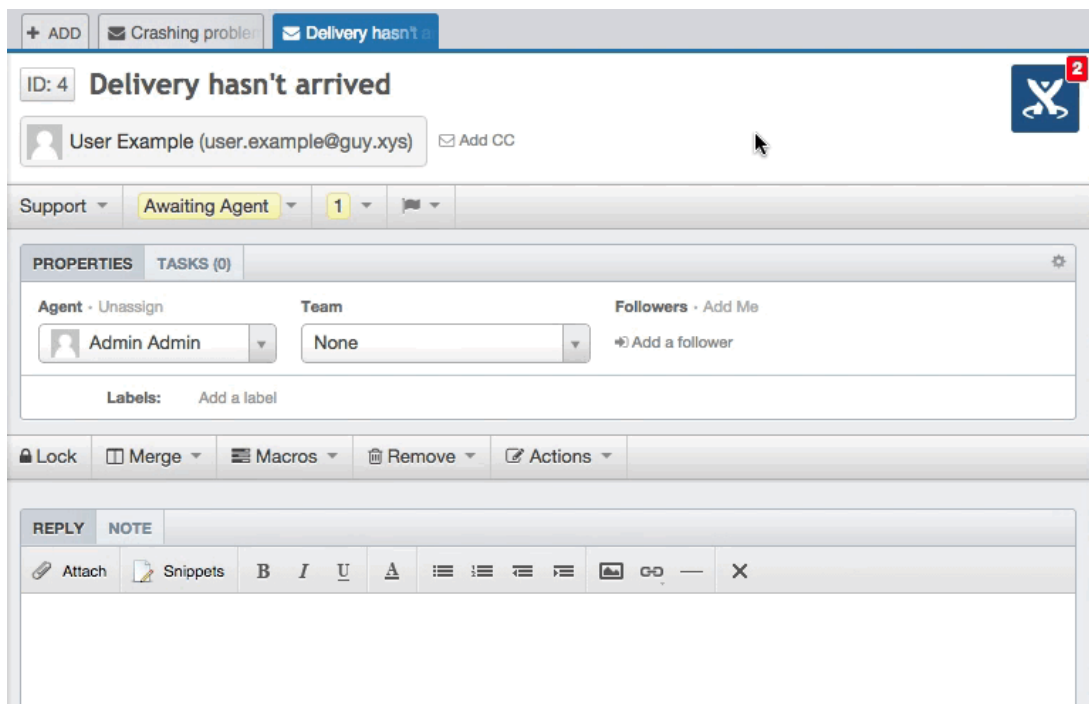
2014-12-08 - Ben Henley - Коментари (0) - Product

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 image shows two side-by-side screenshots. The left screenshot is from the JIRA interface, displaying a project page for 'Project / PROJ-7' with a ticket titled '[Ticket #4] Crashing bug'. It includes buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Done', and 'Admin'. Below these are sections for 'Issue Links' (showing a link to 'DeskPRO #4 Crashing bug') and 'Activity' (showing comments from Mike Smith and a JIRA Link Administrator). The right screenshot is from the DeskPRO interface, showing 'Issue Details' for 'Issue ID: PROJ-7'. It includes fields for 'Summary' ([Ticket #4] Crashing bug), 'Issue Type' (Task), and 'Description' (Mobile app crash on startup). It also shows a 'Comments' section with a comment from Mike Smith via JIRA and a comment from Head of Support via DeskPRO #4.

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

The image shows a 'Criteria' configuration screen in DeskPRO. It features a 'when' section with the text 'The following conditions are met:'. Below this, there are two conditions: 'New Linked Issue' with a checked 'Project' dropdown set to 'Helpdesk', and 'Issue Status' with a dropdown set to 'Any', 'Linked Issue status' set to 'is not', and another dropdown set to 'Closed'. A green '+ Criteria' button is located at the bottom left of the configuration area.

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.