

JIRA integration app

David Pinto - 2023-09-12 - Comments (0) - Admin

The updated JIRA integration app enables agents to link Deskpro tickets with issues in [Jira](#).

What the JIRA app does

With the app installed, agents can do these things from within Deskpro:

- Create a linked JIRA issue based on a ticket
- Link a ticket to one or more existing issues
- View linked issues from a collapsible JIRA pane at the right of each ticket
- Add comments to linked JIRA issues

JIRA users can see which Deskpro tickets are linked to a JIRA issue.



With some additional configuration in JIRA, admins can:

- Create Ticket Update triggers that respond to changes to linked tickets within JIRA
- Create trigger criteria based on JIRA issues/comments

- Use an automation action to add JIRA comments in triggers/SLAs/escalations

Installing the JIRA app

Go to **Admin > Apps & Integrations > Apps**. Under the **Available** tab, select Jira:



When you click on Jira, a menu will open, select the **Setup** tab, and follow the Guide to set up your Jira app.

