

Elevate Issue Tracking with Linear and PagerDuty Apps

2024-01-09 - Lara Proud - Sylwadau (0) - Product (Admin)

We are thrilled to announce the launch of two new powerful issue-tracking apps, [Linear](#) and [PagerDuty](#), that will provide a more seamless issue-tracking workflow for your teams.

Linear your comprehensive project management platform

With our [Linear](#) integration, your team can seamlessly manage projects between your Linear projects and your helpdesk.



With the Linear app, your team can utilize the following features:

- **Link Issues with Tickets:** Enhance agent-user communication by linking issues to tickets within the app, allowing agents to effortlessly access information in Linear directly from Deskpro.
- **Create Issues:** Conveniently create new issues based on the information acquired from your users.
- **View Issues:** Stay updated with the latest changes to your issues by viewing their properties.
- **Edit Issues:** Agents can edit issue properties when they receive new information from your users.
- **Add Comments:** Supplement your issues with additional information using Linear's intuitive comment system.

Increase efficiency with PagerDuty's advanced incident management capabilities

With Deskpro's [PagerDuty](#) integration, your agents can track events that impact your customers directly from your helpdesk.



The PagerDuty integration offers:

- **Incident Creation:** Seamlessly create a PagerDuty incident upon receiving customer complaints without switching between applications, ensuring a swift response to problems.
- **View Incidents:** Obtain crucial insights about ongoing incidents, enabling easier customer updates about their progress.
- **Edit Incidents:** Keep your incidents updated with real-time information, providing your engineers with the latest details to aid their resolution efforts.
- **Create Comments:** Interact with your engineers who use PagerDuty with comments, facilitating mutual updates without leaving the Deskpro interface.

To get started with these new apps, navigate to **Admin > Apps & Integrations > Apps**, open the **Available** tab, select the app you want to install, and follow the setup instructions.