

JIRA integration app

Ben Henley - 2023-09-12 - Kommentarer (0) - Deskpro Legacy

The updated JIRA integration app enables agents to link Deskpro tickets with issues in [Atlassian 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

For more details, see [Using the updated JIRA integration as an agent](#).

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



The screenshot shows a JIRA issue pane with two sections: 'Description' and 'Issue Links'. The 'Description' section contains the text 'Printer driver bug'. The 'Issue Links' section is expanded, showing a link to a Deskpro ticket: 'linked with [DeskPRO #3 Printer emits smoke](#)'. A plus sign is visible on the right side of the 'Issue Links' section header.

With some additional configuration in JIRA, admins can:

- create Ticket Update triggers which 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 new JIRA app

Already have the old version of the JIRA app installed? [See this article](#).

Full installation instructions for the JIRA app are in the [Admin Guide](#).

You need to do some [extra configuration to be able to create Deskpro triggers which](#)

[respond to events in JIRA.](#)

Relateret indhold

- [How can I use the JIRA integration?](#)
- [Upgrading from the old JIRA app](#)