

New Feature: More Powerful JIRA Integration

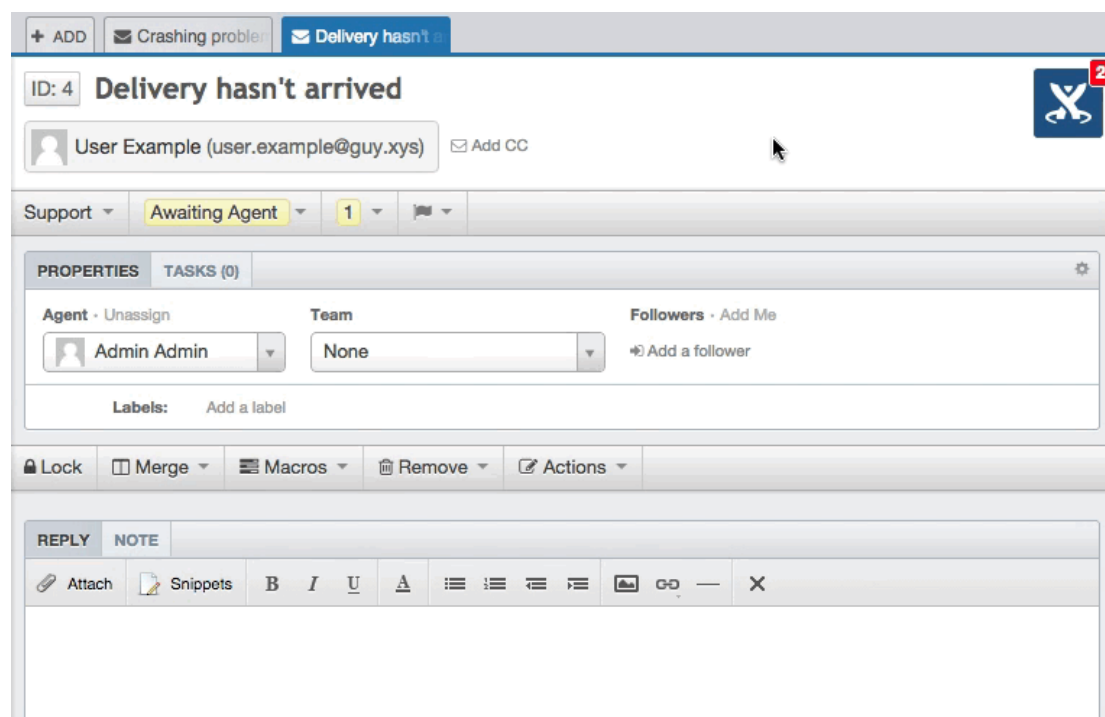
2014-12-08 - Ben Henley - [Σχόλια \(0\)](#) - [Product](#)

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.





 Project / PROJ-7

[Ticket #4] Crashing bug

 Edit
  Comment
 Assign
 More ▾
 Start Progress
 Done
 Admin ▾

Issue Links


linked with
[DeskPRO #4 Crashing bug](#)

Activity


All
 Comments
 Work Log
 History
 Activity
 Source
 Reviews

▴ ▾

▾

 Mike Smith added a comment - 2 minutes ago
 Seems to happen with version 1.2 only.

▾

 JIRA Link [Administrator] added a comment - 1 minute ago
 Head of Support via DeskPRO #4: Confirmed by several users that upgrading to 1.3 fixes this.

Issue Details

Issue ID: PROJ-7

Summary
Issue Type
Description
Labels

[Ticket #4] Crashing bug
 Task
 Mobile app crash on startup

Comments

Mike Smith via JIRA:
 Seems to happen with version 1.2 only.

Head of Support via DeskPRO #4: Confirmed by several users that upgrading to 1.3 fixes this.

Add Comment

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

Criteria

when

The following conditions are met:

New Linked Issue

☒ Project:

and

Issue Status

▾

Linked Issue status

▾

▾

+ Criteria

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.