

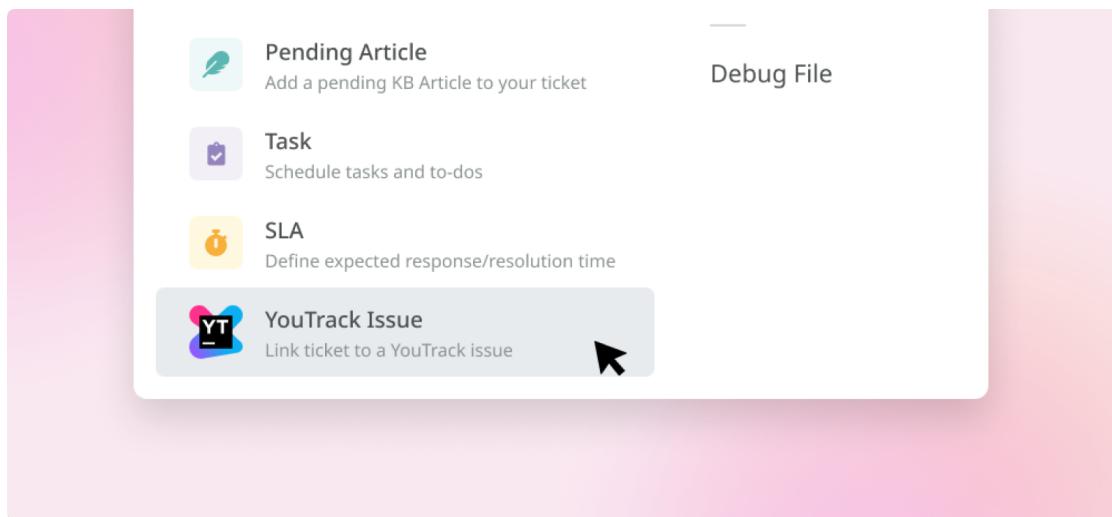


[News](#) > [Product](#) > [Product \(Admin\)](#) > [Introducing our new YouTrack integration](#)

Introducing our new YouTrack integration

2023-02-21 - Lara Proud - [Comments \(0\)](#) - [Product \(Admin\)](#)

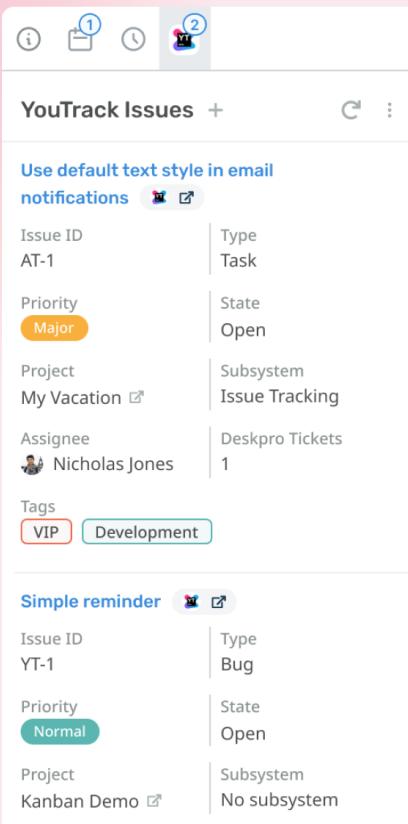
We're excited to present our latest integration with [YouTrack](#), the bug, and issue-tracking software. This Deskpro app lets agents view relevant information from your YouTrack account and link issues directly from Deskpro seamlessly.



Agents can easily access the following details:

- View YouTrack information from the helpdesk
- Access details about issues stored in your YouTrack account

With the YouTrack integration, agents can quickly gain full context about any issue and efficiently communicate with users without switching between platforms. This streamlined workflow empowers agents to resolve tickets more effectively and enhances productivity.



The screenshot shows the Deskpro YouTrack app interface. At the top, there are several icons: a blue circle with an 'i', a blue folder with a '1', a blue clock, and a blue square with a '2'. The title 'YouTrack Issues' is followed by a '+' sign and a 'C' icon. Below the title, there is a section titled 'Use default text style in email notifications' with a 'Edit' icon.

YouTrack Issues

Issue ID	Type
AT-1	Task
Priority	State
Major	Open
Project	Subsystem
My Vacation	Issue Tracking
Assignee	Deskpro Tickets
Nicholas Jones	1

Tags: **VIP**, **Development**

Simple reminder

Issue ID	Type
YT-1	Bug
Priority	State
Normal	Open
Project	Subsystem
Kanban Demo	No subsystem

By leveraging the Deskpro YouTrack app, your agents can enjoy a more efficient and integrated workflow, reducing context switching and improving issue resolution time. We're constantly working on enhancing the YouTrack integration's capabilities, so stay tuned for more exciting features to come.