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JIRA portal triggers Collecting Feedback

- Dan Mackie
- **Forum name:** #Feature Request

We'd like to be able to escalate problems with our internal products directly into JIRA for our devs to triage- at the moment this can be done manually, but it would be nice if the user could select a field on our Deskpro portal so that it automatically gets escalated.

Comment (1)

Zara Marchesi

7 years ago

Thanks for your feedback! The DeskPRO Helpdesk is constantly evolving, and we love collaborating with you to develop and grow our product into one that works for you. We love your idea for a function which will allow you to automatically escalate problems into JIRA. Whilst we think about whether this could fit with our development, other Users can contribute to your Feedback - the more, the merrier! The more we feel it will benefit a number of Users, the more likely it is we will work on the feature!