

New Feature: More Powerful JIRA Integration

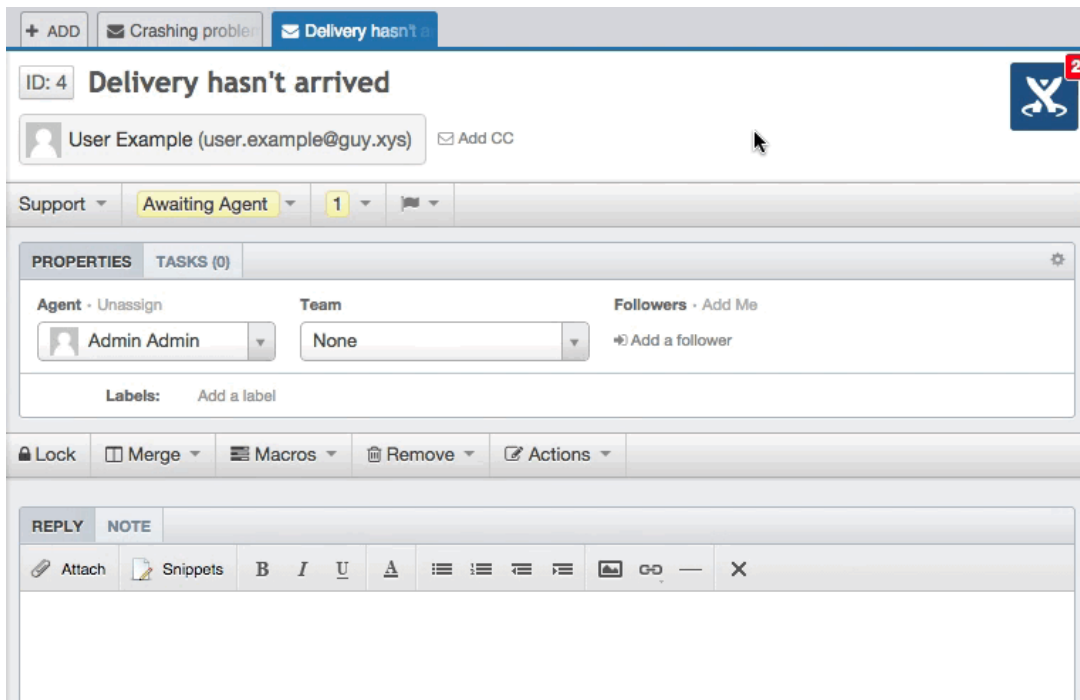
2014-12-08 - Ben Henley - Comments (0) - Product

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 screenshot displays the DeskPRO interface for a ticket. At the top, there are tabs for '+ ADD', 'Crashing problem', and 'Delivery hasn't arrived'. Below this, the ticket ID is '4' and the title is 'Delivery hasn't arrived'. The user 'User Example (user.example@guy.xys)' is associated with the ticket, and there is an 'Add CC' button. The ticket status is 'Support' and 'Awaiting Agent', with a count of '1'. The 'PROPERTIES' section includes fields for 'Agent' (Unassign, Admin Admin), 'Team' (None), and 'Followers' (Add Me, Add a follower). There is also a 'Labels' section with 'Add a label'. Below the properties, there are buttons for 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom section is a rich text editor for replies, with tabs for 'REPLY' and 'NOTE', and a toolbar with icons for 'Attach', 'Snippets', bold, italic, underline, link, list, and other formatting options.

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.

The image shows two side-by-side screenshots. The left screenshot is from the JIRA interface, displaying a ticket titled "[Ticket #4] Crashing bug" under the project "PROJ-7". It includes buttons for "Edit", "Comment", "Assign", "More", "Start Progress", "Done", and "Admin". Below these are sections for "Issue Links" (showing a link to "DeskPRO #4 Crashing bug") and "Activity" (showing comments from Mike Smith and a JIRA Link Administrator). The right screenshot is from the DeskPRO interface, showing "Issue Details" for "Issue ID: PROJ-7". It lists the "Summary" as "[Ticket #4] Crashing bug", the "Issue Type" as "Task", and the "Description" as "Mobile app crash on startup". It also shows a "Comments" section with two entries: one from Mike Smith via JIRA and one from Head of Support via DeskPRO #4.

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

The image shows a "Criteria" configuration screen in DeskPRO. It features a "when" section with the text "The following conditions are met:". Below this, there are two conditions: "New Linked Issue" with a checked "Project:" dropdown set to "Helpdesk", and "Issue Status" with a dropdown set to "Any", followed by "Linked Issue status" with a dropdown set to "is not" and another dropdown set to "Closed". At the bottom, there is a green button labeled "Criteria" with a plus icon.

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.