

?Can I use Deskpro automation for integration with JIRA

Ben Henley - 2023-08-29 - Comment (1) - Deskpro Legacy

The updated JIRA integration app adds support for creating triggers that respond to JIRA .events and create comments within JIRA

To enable these, you must [install the latest JIRA app](#). (If you are on Deskpro On-Premise and .(are running build #383 or earlier, you must first update your helpdesk

.You will find JIRA events filter settings under the **By an app** category

☒ By an app

☒  Linked JIRA issue was updated

☐  Linked JIRA issue was deleted

:You will be able to use the following criteria for triggers

JIRA

New JIRA Comment

Issue Status

New Linked Issue

There will also be an automation action to add a JIRA comment to all linked issues on a .ticket

Author:

☐ Use the assigned agent if there is one ?

☒ Head of Support

Add JIRA Comment

Text:

Action

