

Elevate Issue Tracking with Linear and PagerDuty Apps

(Lara Proud - Comment (1) - Product (Admin - 2024-01-09)

We are thrilled to announce the launch of two new powerful issue-tracking apps, [Linear](#) and [PagerDuty](#), that will provide a more seamless issue-tracking workflow for your teams

Linear your comprehensive project management platform

With our [Linear](#) integration, your team can seamlessly manage projects between your [Linear](#) projects and your helpdesk



:With the Linear app, your team can utilize the following features

Link Issues with Tickets: Enhance agent-user communication by linking issues to tickets within the app, allowing agents to effortlessly access information in Linear directly from Deskpro

Create Issues: Conveniently create new issues based on the information acquired from your users

View Issues: Stay updated with the latest changes to your issues by viewing their properties

Edit Issues: Agents can edit issue properties when they receive new information from your users

Add Comments: Supplement your issues with additional information using Linear's intuitive comment system

Increase efficiency with PagerDuty's advanced incident management capabilities

With Deskpro's [PagerDuty](#) integration, your agents can track events that impact your customers directly from your helpdesk



:The PagerDuty integration offers

Incident Creation: Seamlessly create a PagerDuty incident upon receiving •
customer complaints without switching between applications, ensuring a swift
.response to problems

View Incidents: Obtain crucial insights about ongoing incidents, enabling easier •
.customer updates about their progress

Edit Incidents: Keep your incidents updated with real-time information, providing •
.your engineers with the latest details to aid their resolution efforts

Create Comments: Interact with your engineers who use PagerDuty with •
.comments, facilitating mutual updates without leaving the Deskpro interface

To get started with these new apps, navigate to **Admin > Apps & Integrations > Apps**,
open the **Available** tab, select the app you want to install, and follow the setup
.instructions