

New Feature: More Powerful JIRA Integration

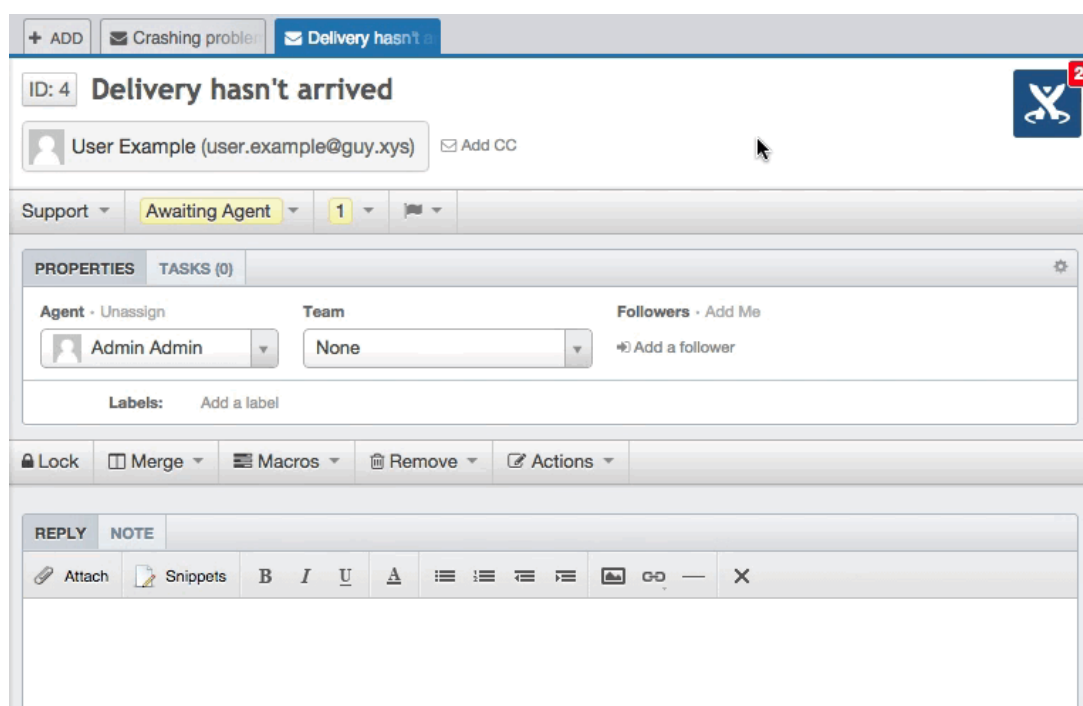
Ben Henley - Comment (1) - Product - 2014-12-08

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

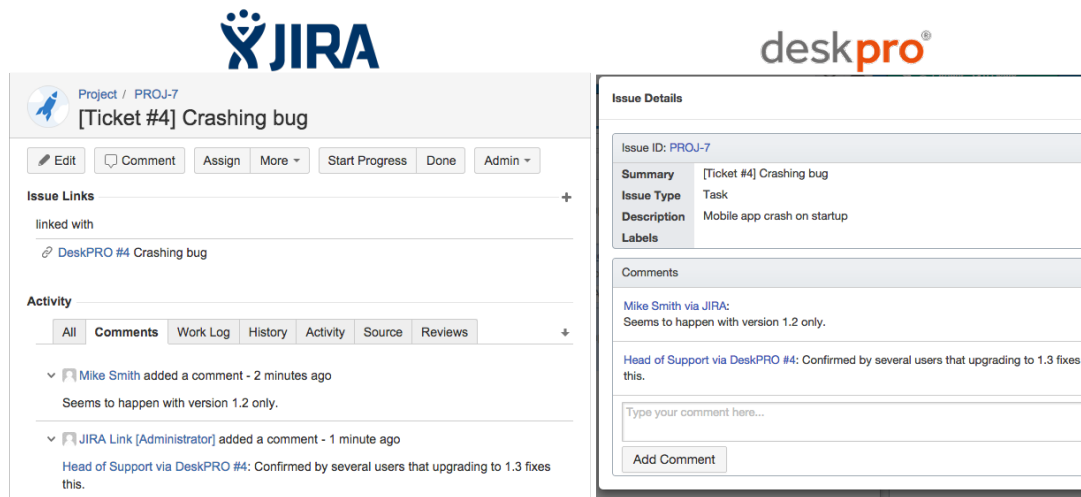
JIRA information is displayed in a collapsible pane; you can open it only when you need it, or .if you use JIRA integration a lot, keep it locked open all the time



:The 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



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

The image shows a 'Criteria' configuration window. At the top, there's a 'when' section with the text 'The following conditions are met:'. Below this, there's a row with 'New Linked Issue' and a checked checkbox, followed by 'Project:' and a dropdown menu set to 'Helpdesk'. Below that, there's an 'and' section with 'Issue Status' and a dropdown set to 'Any', followed by 'Linked Issue status' and a dropdown set to 'is not', and finally 'Closed' and a dropdown set to 'Closed'. At the bottom, there's a green button with a plus icon and the text '+ Criteria'.

.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