

New Feature: More Powerful JIRA Integration

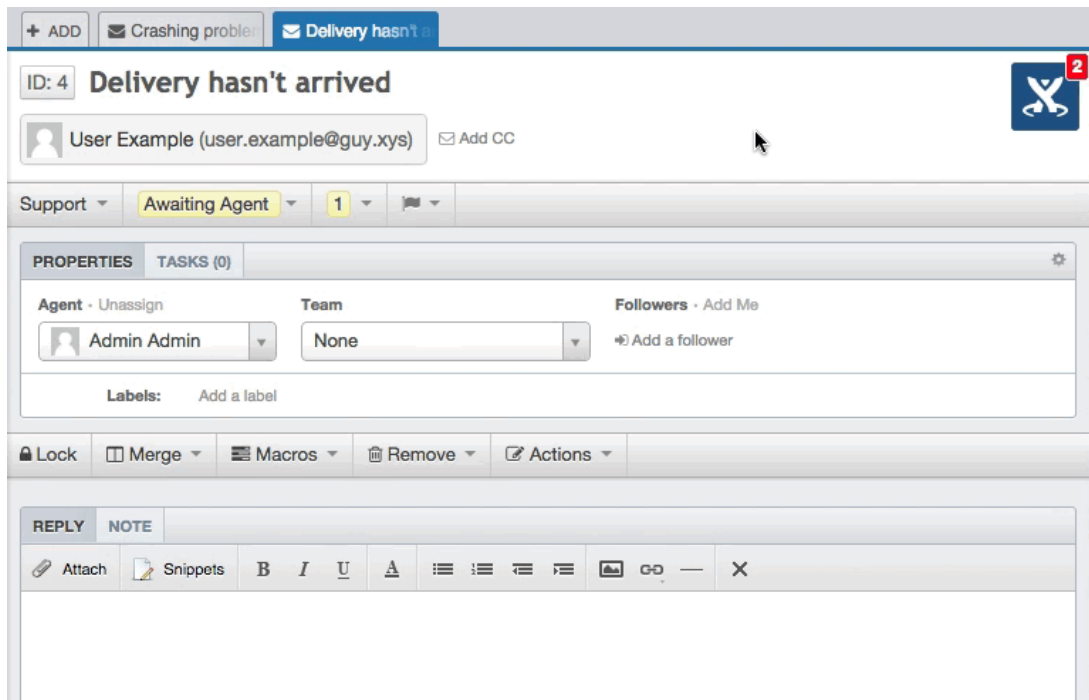
2014-12-08 - Ben Henley - Comments (0) - Product

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 titled "Delivery hasn't arrived" (ID: 4). The ticket is currently assigned to "Admin Admin" and is in the "Awaiting Agent" status. The interface includes a "PROPERTIES" section with fields for "Agent", "Team", and "Followers". Below this is a "REPLY" section with a rich text editor containing options for "Attach", "Snippets", and various text formatting tools (bold, italic, underline, link, list, indent, link, unlink, image, code, link, unlink).

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 of software interfaces. On the left is the JIRA interface for a project named 'PROJ-7' with a ticket titled '[Ticket #4] Crashing bug'. It features a navigation bar with buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Done', and 'Admin'. Below this, there 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). On the right is the DeskPRO interface for the same issue, displaying 'Issue ID: PROJ-7', 'Summary: [Ticket #4] Crashing bug', 'Issue Type: Task', and 'Description: Mobile app crash on startup'. It also shows a 'Comments' section with the same two comments as the JIRA interface and a text input field for adding a new comment.

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

The image shows a 'Criteria' configuration screen in DeskPRO. It has a header 'Criteria' and a main section titled 'when The following conditions are met:'. The first condition is 'New Linked Issue' with a checked 'Project:' dropdown set to 'Helpdesk'. The second condition is 'and Issue Status' with a dropdown set to 'Any', followed by 'Linked Issue status is not' with a dropdown set to 'Closed'. At the bottom, there is a green button with a plus sign 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.