

New Feature: More Powerful JIRA Integration

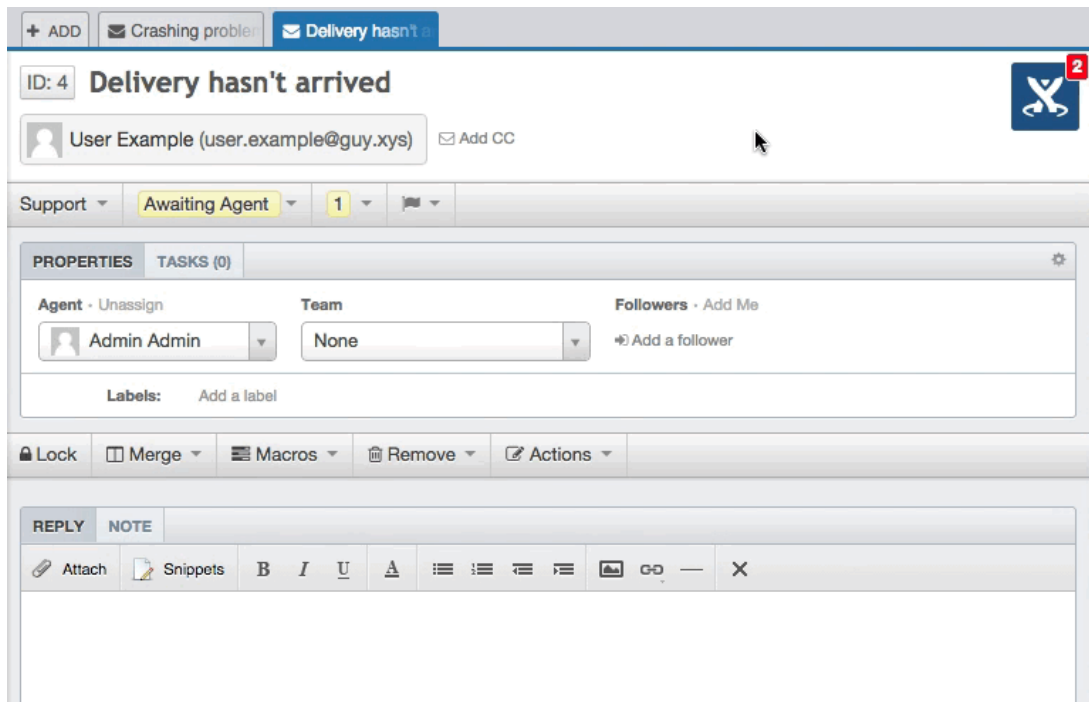
2014-12-08 - Ben Henley - Commentaire (1) - Product

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.

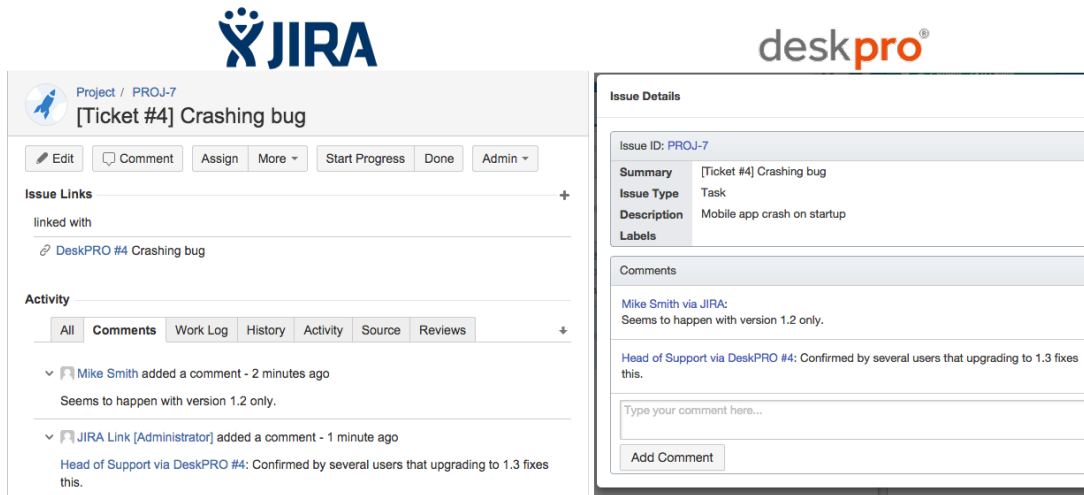


The screenshot displays the DeskPRO interface for a ticket. At the top, there are navigation tabs: '+ ADD', 'Crashing problem', and 'Delivery hasn't arrived'. Below this, the ticket ID is '4' and the title is 'Delivery hasn't arrived'. The user 'User Example (user.example@guy.xys)' is listed with an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

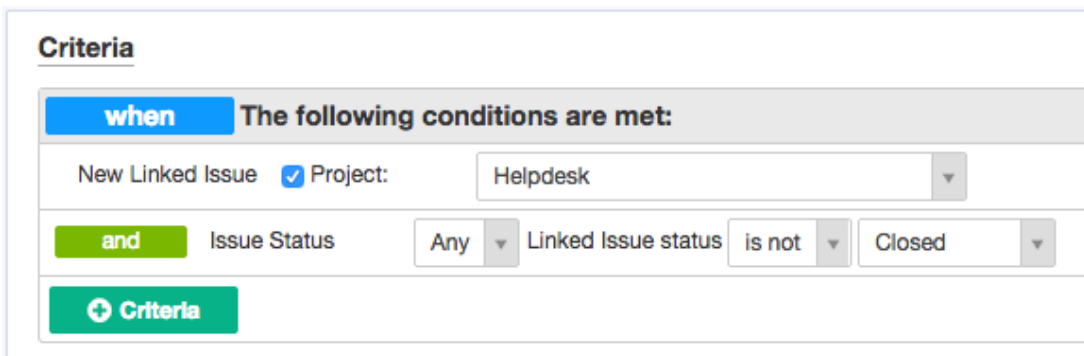
The updated app enables you to:

- 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.



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



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.