

New Feature: More Powerful JIRA Integration

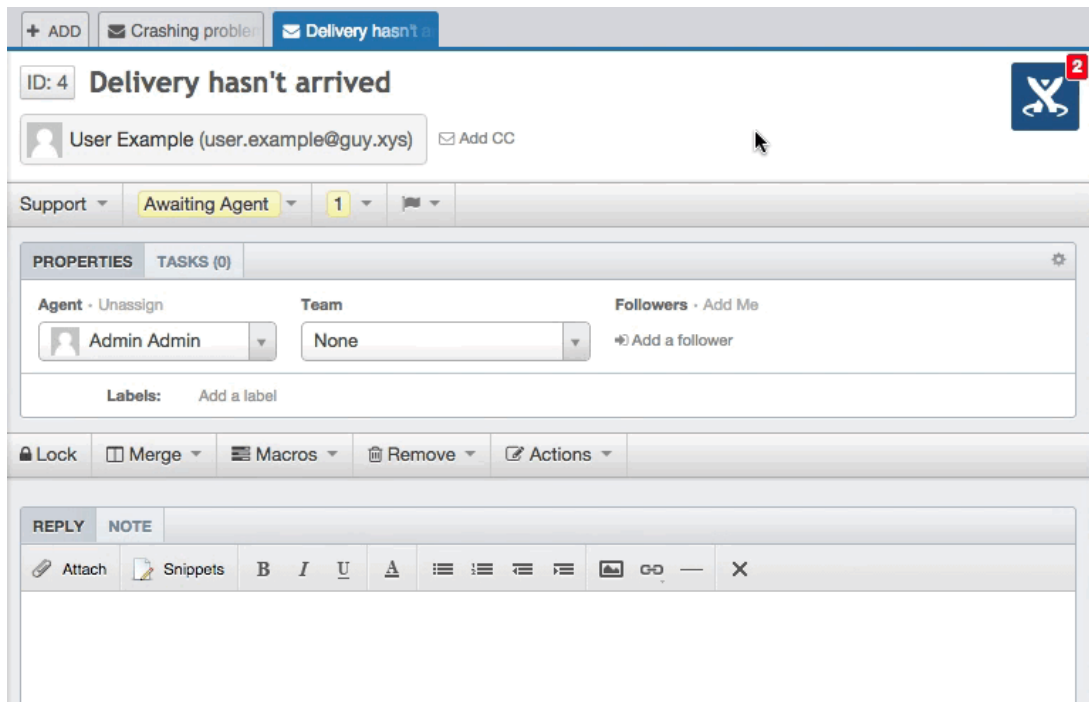
2014-12-08 - Ben Henley - Commentaire (1) - Product

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.

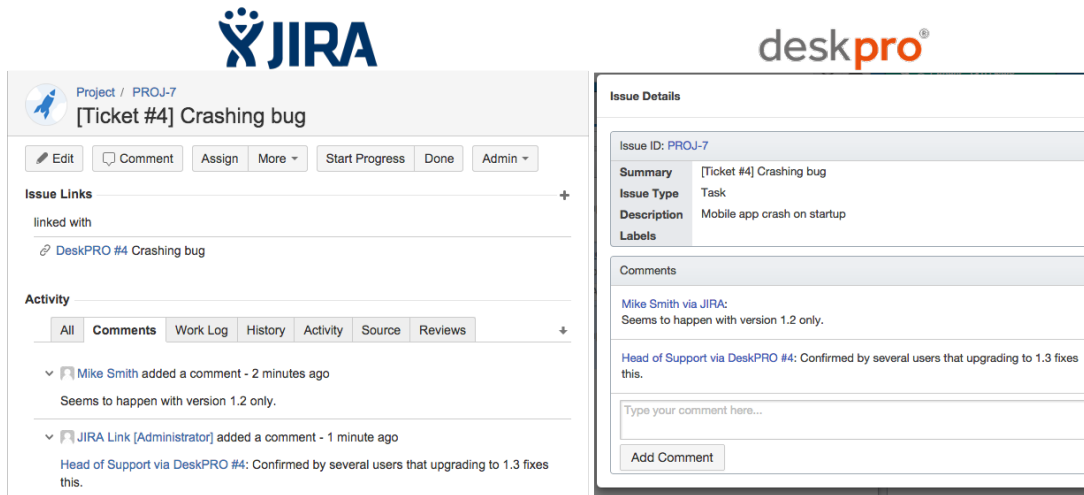


The screenshot displays the DeskPRO interface for a ticket. At the top, there are navigation tabs for '+ ADD', 'Crashing problem', and 'Delivery hasn't arrived'. The ticket title is 'ID: 4 Delivery hasn't arrived' with a user icon and 'User Example (user.example@guy.xys)'. Below the title, there are status and priority indicators: 'Support', 'Awaiting Agent', and '1'. A 'PROPERTIES' section is visible, containing fields for 'Agent' (Unassign, Admin Admin), 'Team' (None), and 'Followers' (Add Me, Add a follower). There are also 'Labels' and 'Add a label' options. A toolbar with actions like 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions' is present. At the bottom, there is a 'REPLY' and 'NOTE' section with a rich text editor toolbar including 'Attach', 'Snippets', 'B', 'I', 'U', 'A', list and link icons, and a close button.

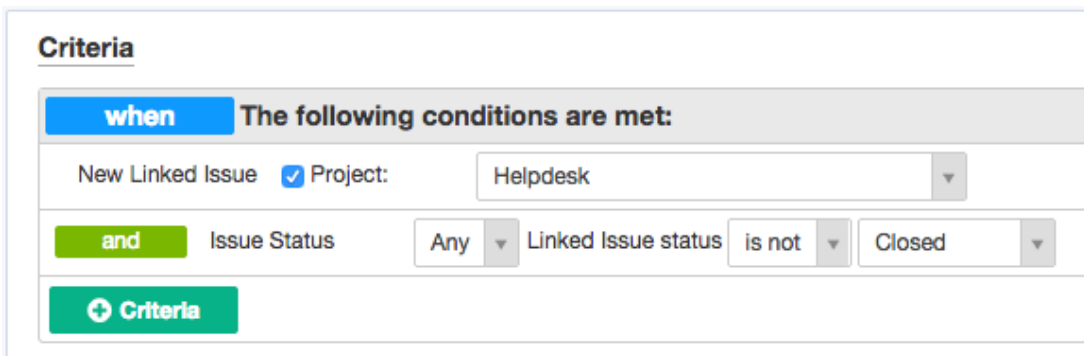
The updated app enables you to:

- 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.