

JIRA integration app

David Pinto - 2023-09-12 - Comments (0) - Admin

The updated JIRA integration app enables agents to link Deskpro tickets with issues in [Jira](#).

What the JIRA app does

With the app installed, agents can do these things from within Deskpro:

- Create a linked JIRA issue based on a ticket
- Link a ticket to one or more existing issues
- View linked issues from a collapsible JIRA pane at the right of each ticket
- Add comments to linked JIRA issues

JIRA users can see which Deskpro tickets are linked to a JIRA issue.