

New Feature: More Powerful JIRA Integration

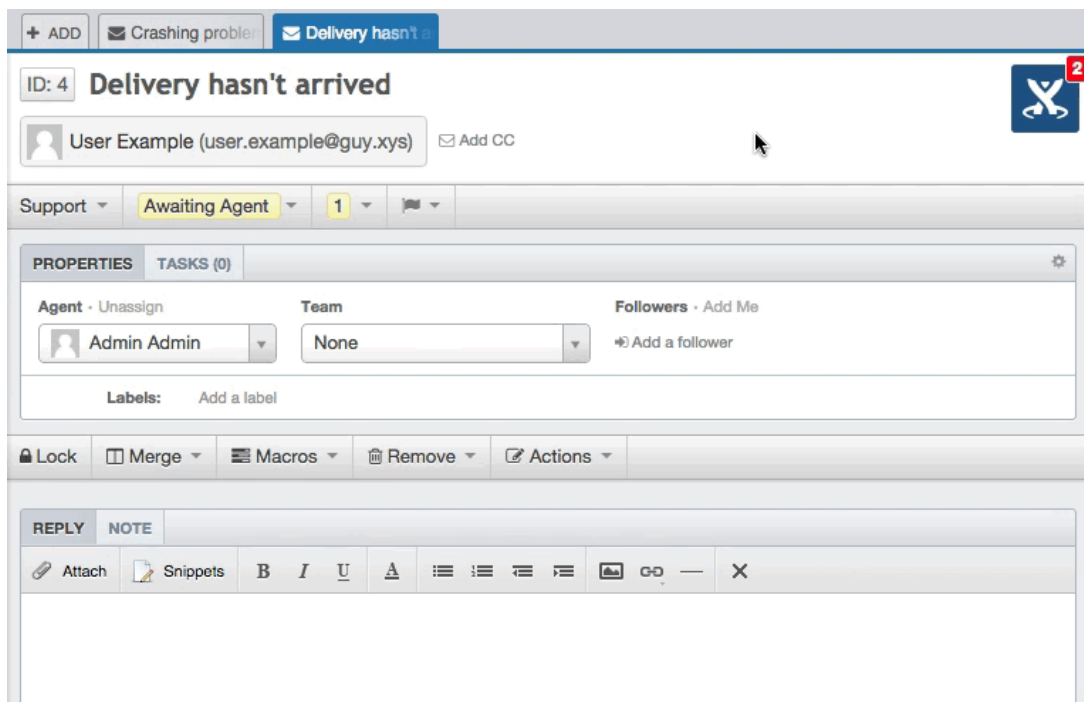
2014-12-08 - Ben Henley - Comments (0) - Product

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. 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 profile for 'User Example (user.example@guy.xys)' and an 'Add CC' button. Below the title, there are status and priority indicators: 'Support', 'Awaiting Agent', and '1'. The 'PROPERTIES' section includes 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 contains 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom section is a rich text editor with 'REPLY' and 'NOTE' tabs, and a toolbar with 'Attach', 'Snippets', and various text formatting options (bold, italic, underline, link, list, indent, link, unlink, close).

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'. It displays a ticket titled '[Ticket #4] Crashing bug'. Below the title are buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Done', and 'Admin'. The 'Issue Links' section shows a link to 'DeskPRO #4 Crashing bug'. The 'Activity' section shows two comments: one from Mike Smith and one from a JIRA Link [Administrator], both mentioning a crash on version 1.2 and a fix on version 1.3. On the right is the DeskPRO interface for the same issue. It shows 'Issue ID: PROJ-7', 'Summary: [Ticket #4] Crashing bug', 'Issue Type: Task', and 'Description: Mobile app crash on startup'. The 'Comments' section shows the same two comments as in JIRA, with a text input field and an 'Add Comment' button below.

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

The image shows a 'Criteria' configuration screen in DeskPRO. It features a 'when' section with the text 'The following conditions are met:'. Below this, there are two conditions: 'New Linked Issue' with a checked 'Project' dropdown set to 'Helpdesk', and 'Issue Status' set to 'Any' and 'Linked Issue status' set to 'is not' with a 'Closed' dropdown. A green '+ Criteria' button is at the bottom.

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.