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Can I use Deskpro automation for integration with JIRA?

Ben Henley - 2023-08-29 - Commenti (0) - Deskpro Legacy

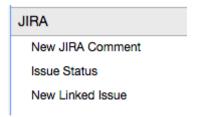
The updated JIRA integration app adds support for creating triggers that respond to JIRA events and create comments within JIRA.

To enable these, you must <u>install the latest JIRA app</u>. (If you are on Deskpro On-Premise and are running build #383 or earlier, you must first update your helpdesk).

You will find JIRA events filter settings under the **By an app** category.



You will be able to use the following criteria for triggers:



There will also be an automation action to add a JIRA comment to all linked issues on a ticket.

