JIRA integration app

David Pinto - 2023-09-12 - Commenti (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.

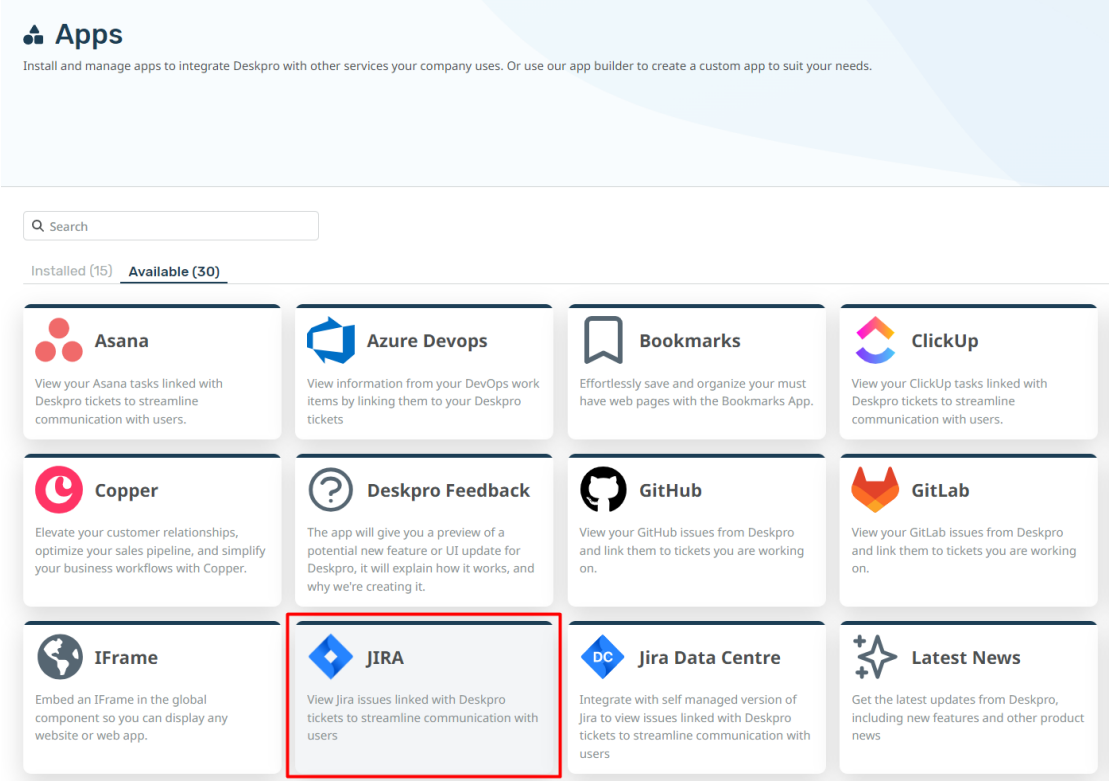
With some additional configuration in JIRA, admins can:

- Create Ticket Update triggers that respond to changes to linked tickets within JIRA

- Create trigger criteria based on JIRA issues/comments
- Use an automation action to add JIRA comments in triggers/SLAs/escalations

Installing the JIRA app

Go to **Admin** > **Apps & Integrations** > **Apps**. Under the **Available** tab, select Jira:



When you click on Jira, a menu will open, select the **Setup** tab, and follow the Guide to set up your Jira app.

JIRA

View Jira issues linked with Deskpro tickets to streamline communication with users

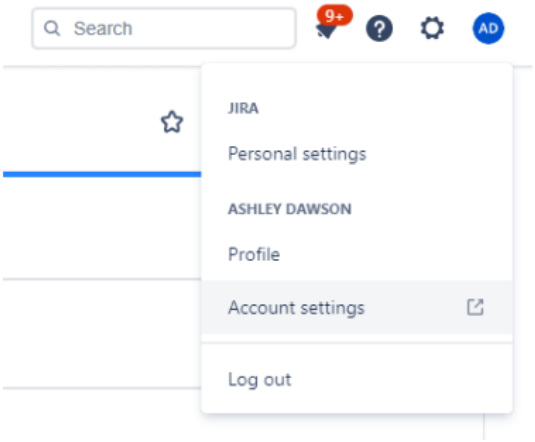
1.0.28

Description | **Setup** | Settings | Permissions

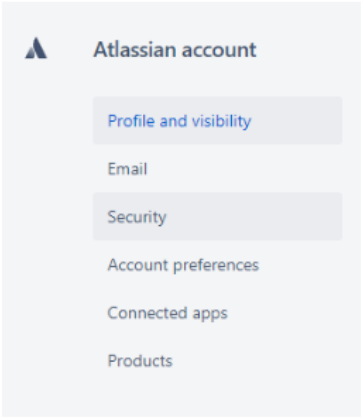
JIRA App Setup

To install the JIRA app you must first create an API key. Head over your JIRA cloud account, the URL will look something like `https://<my_company>.atlassian.net/`.

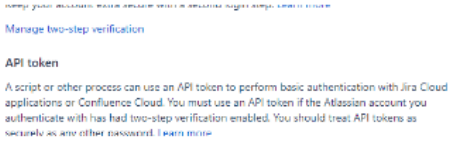
Once you've logged in, navigate to the "Account Settings" section.



Next, go to the "Security" page. Here you'll find the "API Token" section.



Click on the link labelled "Create and manage API tokens"



Install Remove