

New Feature: More Powerful JIRA Integration

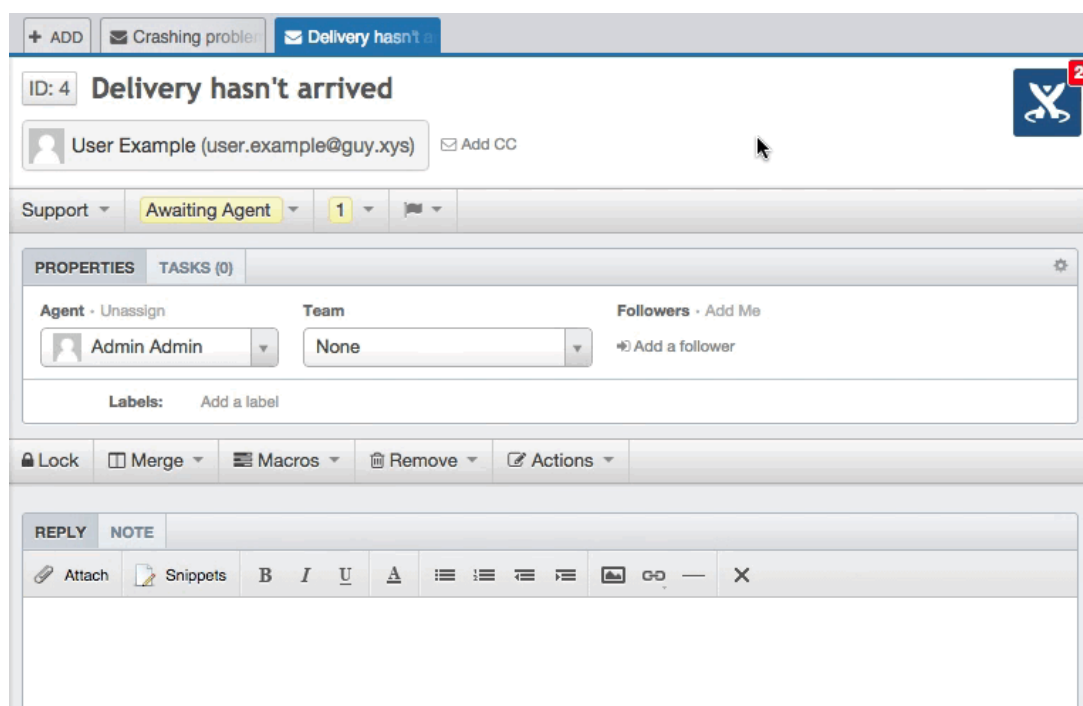
2014-12-08 - Ben Henley - Commenti (0) - Product

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.

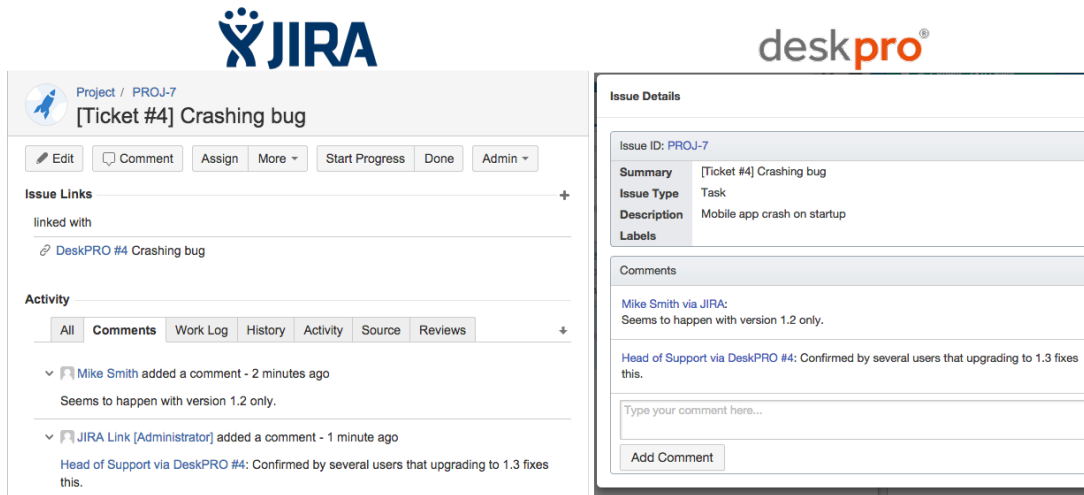
JIRA information is displayed in a collapsible pane; you can open it only when you need it, or if you use JIRA integration a lot, keep it locked open all the time.



The updated app enables you to:

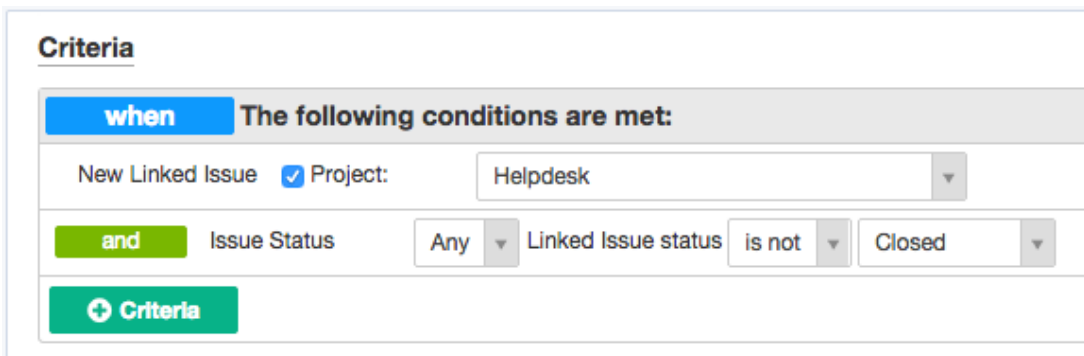
- View details of a linked issue, including JIRA comments, from within DeskPRO.
- See linked DeskPRO tickets from within JIRA.

- 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. The left screenshot is from the JIRA interface, displaying a ticket titled '[Ticket #4] Crashing bug' under the project 'PROJ-7'. It includes buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Done', and 'Admin'. Below these are sections for 'Issue Links' (showing a link to 'DeskPRO #4 Crashing bug') and 'Activity' (showing comments from Mike Smith and a JIRA Link Administrator). The right screenshot is from the DeskPRO interface, showing 'Issue Details' for 'PROJ-7'. It includes fields for 'Summary' ([Ticket #4] Crashing bug), 'Issue Type' (Task), 'Description' (Mobile app crash on startup), and 'Labels'. It also has a 'Comments' section with a comment from Mike Smith and a comment from Head of Support via DeskPRO #4.

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



The image shows the 'Criteria' configuration interface in DeskPRO. It has a section titled 'when' 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' with a dropdown set to 'Any', 'Linked Issue status' set to 'is not', and 'Closed' set to 'Closed'. At the bottom, there is a green button labeled '+ Criteria'.

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.