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JIRA integration app

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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.

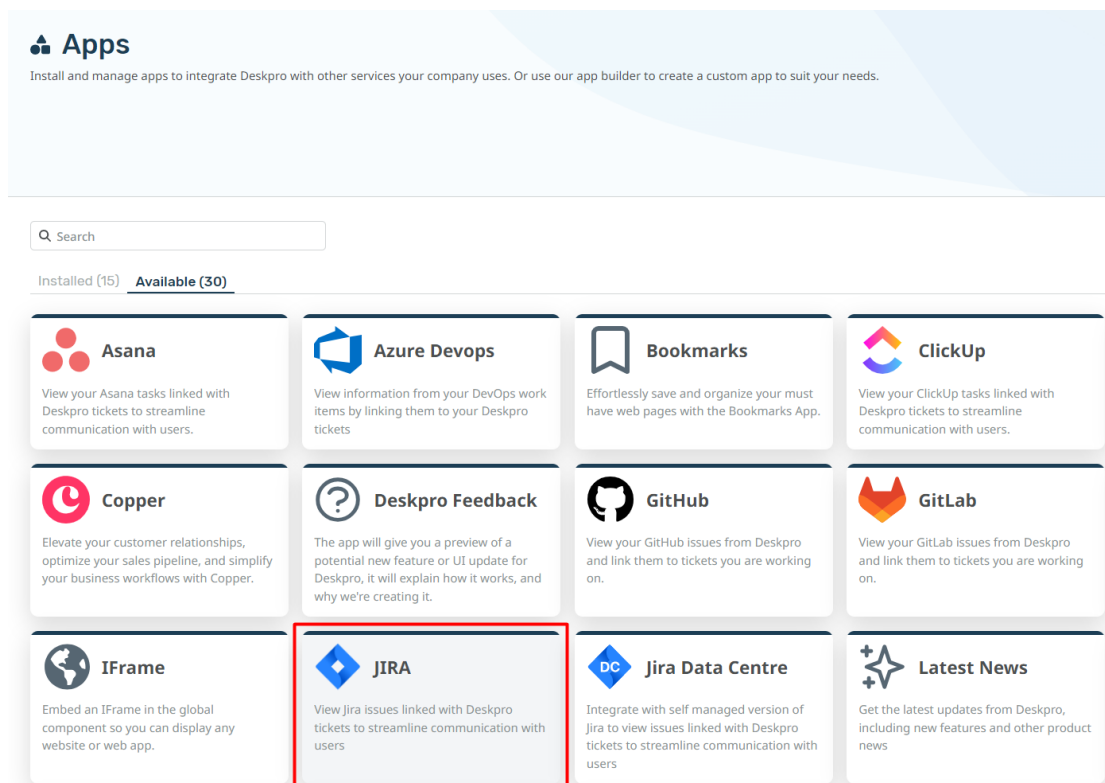
Description	Printer driver bug
Issue Links	linked with DeskPRO #3 Printer emits smoke

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:



The screenshot shows the 'Apps' management interface in JIRA. At the top, there's a search bar and a tab selector showing 'Installed (15)' and 'Available (30)'. Below this is a grid of 12 app cards. The 'JIRA' app card, located in the third row, second column, is highlighted with a red border. Each card includes an icon, the app name, and a brief description of its functionality.

App Name	Description
Asana	View your Asana tasks linked with Deskpro tickets to streamline communication with users.
Azure Devops	View information from your DevOps work items by linking them to your Deskpro tickets
Bookmarks	Effortlessly save and organize your must have web pages with the Bookmarks App.
ClickUp	View your ClickUp tasks linked with Deskpro tickets to streamline communication with users.
Copper	Elevate your customer relationships, optimize your sales pipeline, and simplify your business workflows with Copper.
Deskpro Feedback	The app will give you a preview of a potential new feature or UI update for Deskpro, it will explain how it works, and why we're creating it.
GitHub	View your GitHub issues from Deskpro and link them to tickets you are working on.
GitLab	View your GitLab issues from Deskpro and link them to tickets you are working on.
IFrame	Embed an IFrame in the global component so you can display any website or web app.
JIRA	View Jira issues linked with Deskpro tickets to streamline communication with users
Jira Data Centre	Integrate with self managed version of Jira to view issues linked with Deskpro tickets to streamline communication with users
Latest News	Get the latest updates from Deskpro, including new features and other product news

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

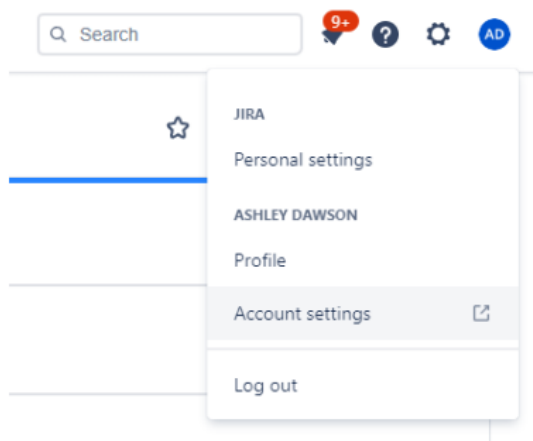
1.0.28

Description **Setup** Settings Permissions

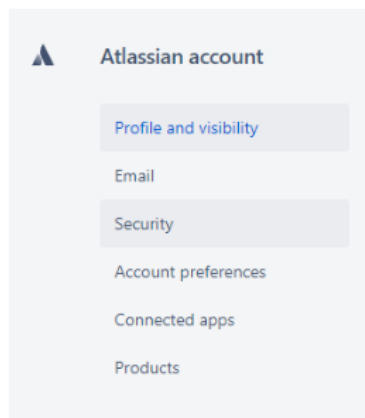
JIRA App Setup

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"

Keep your account safe by using two-step verification. Learn more

[Manage two-step verification](#)

API token

A script or other process can use an API token to perform basic authentication with Jira Cloud applications or Confluence Cloud. You must use an API token if the Atlassian account you authenticate with has had two-step verification enabled. You should treat API tokens as securely as any other password. [Learn more](#)

Install

Remove