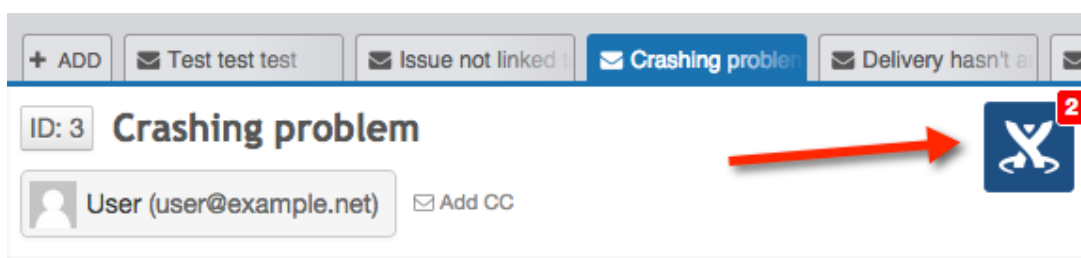


How can I use the JIRA integration?

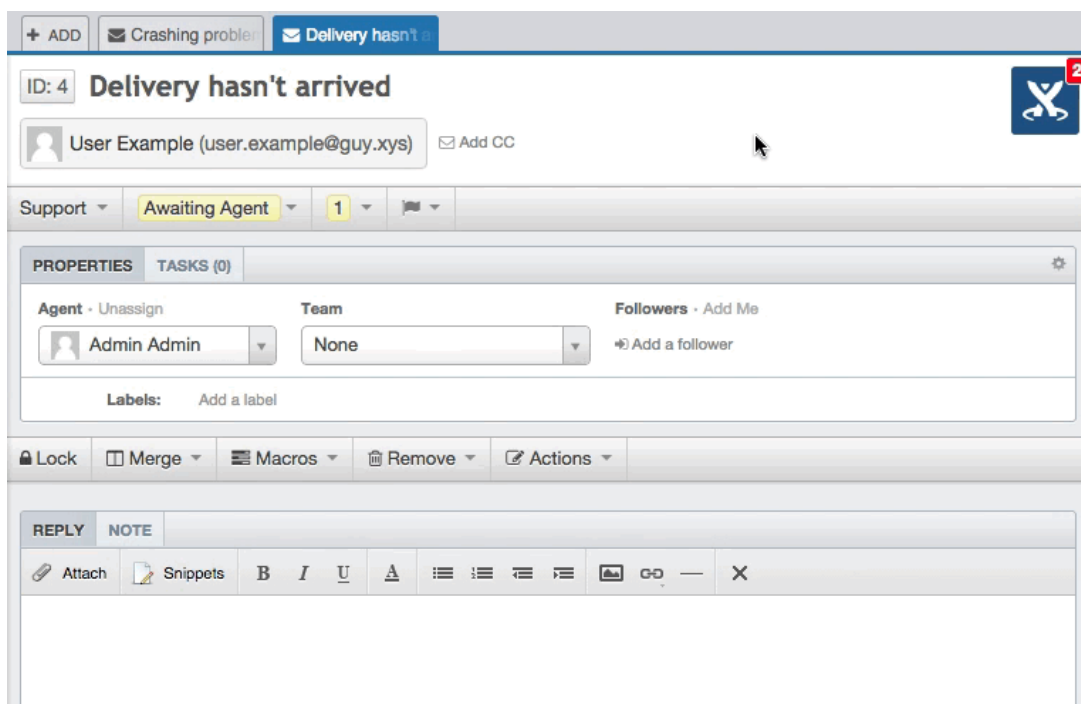
Ben Henley - 2023-08-16 - Comments (0) - Deskpro Apps

When the JIRA app is installed, a JIRA icon is displayed on each ticket. The number of JIRA issues linked to the ticket is displayed as a red number at the top right of the icon.

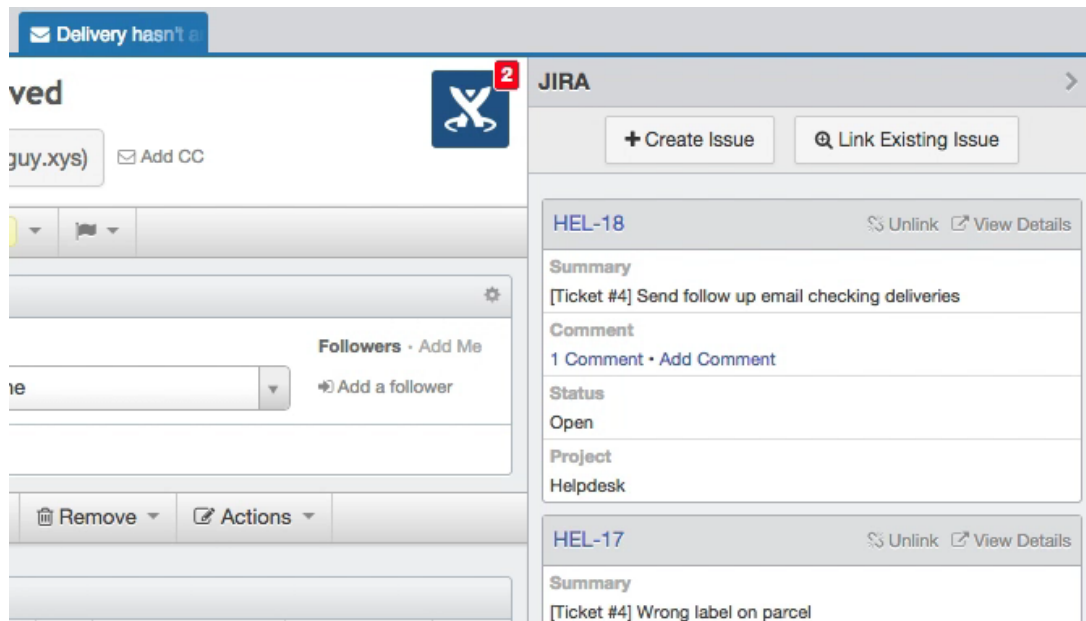


A list of the linked issues can be viewed in a collapsible side pane.

To show the side pane, mouse over the JIRA icon:

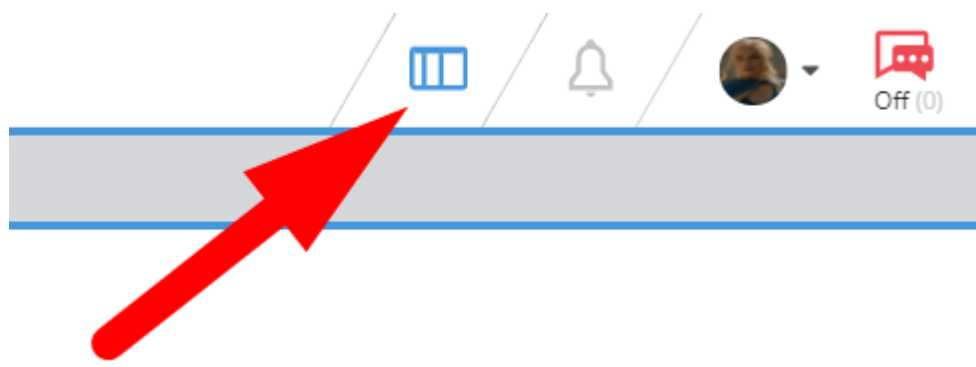


To lock the JIRA pane open, click the **padlock icon** in the top right of the pane.
Alternatively, you can open and lock the pane in one step by clicking on the JIRA icon.



Create Issue will create a new JIRA issue linked to the ticket. **Link Existing Issue** links the ticket to an existing JIRA issue (using the JIRA alphanumeric reference code e.g. XXX-12).

If you're working on a small screen and locking the JIRA pane open makes the rest of the interface too narrow, don't forget that you can switch to [1-column view](#) using the icon in the top right, or collapse the filter pane.

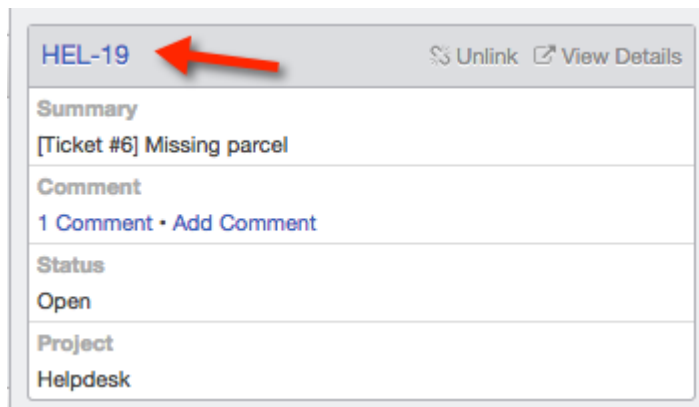


Click **View Details** to see more information about the individual issue (the fields displayed

in the issues list and the detailed view are configurable by the helpdesk admins).

To collapse the side pane again, click the > icon which replaces the padlock when the pane is locked.

Click a JIRA issue number in Deskpro to view that issue in JIRA.



You can add comments to JIRA issues from within Deskpro.

Click **Add Comment** on an individual issue (this may be displayed in the list pane or in the detail view, or both) to comment on just that issue.

Click **Send Comment** at the bottom of the JIRA pane to add the same comment to *all* issues linked to a ticket.

The screenshot shows two JIRA tickets. The top ticket, HEL-20, has a 'Created' date of Tue Nov 25 2014 15:51:56 GMT+0000 (GMT), Project Helpdesk, and Summary [Ticket #1] Ticket about a problem. The bottom ticket, HEL-9, has a 'Created' date of Mon Nov 24 2014 11:17:18 GMT, Project Helpdesk, and Summary Crashing error. A 'Send Comment' button is located below the tickets. A callout box with a black border and white text says 'Send Comment adds the same comment to all linked issues'. Red arrows point from the callout box to the 'Add Comment' links of both tickets and to the 'Send Comment' button.

Comments will be added using a JIRA account, but they will be prefixed with the name of the Deskpro agent who made them.

The screenshot shows the 'Activity' tab in JIRA. It has sub-tabs: All, Comments, Work Log, History, Activity, Source, and Reviews. The 'Comments' tab is selected. A comment is shown from 'JIRA Admin [Administrator]' added 12 minutes ago. The comment text is '[DeskPRO Agent via DeskPRO]: We confirmed that this was due to the label printing problem.' Below the comment is a 'Comment' button.

When replying to a ticket, agents can also choose to send the message to JIRA as a comment or as a new issue.

The screenshot shows the JIRA reply options bar. It includes a button 'Send Reply as Awaiting User' and a dropdown menu. The dropdown menu has the following options: ☒ Agent: Me, ☐ Team: 1st Level Support, ☒ Close Tab, ☒ Email User, and ☒ Send comment to JIRA. A red arrow points to the 'Send comment to JIRA' option.

Tags

JIRA