

Can I use Deskpro automation for integration with JIRA?

Ben Henley - 2023-08-29 - Reacties (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 [install the latest JIRA app](#). (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.

- By an app
 -  Linked JIRA issue was updated
 -  Linked JIRA issue was deleted

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

JIRA


- New JIRA Comment
- Issue Status
- New Linked Issue

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

Author:

Add JIRA Comment

Text:

Use the assigned agent if there is one 
 Head of Support

⌂ Action

