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JIRA integration app

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

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:

Apps	with other services your company uses. Or use or	ur app builder to create a custom app to suit you	r needs.
Q Search Installed (15) Available (30)			
Asana View your Asana tasks linked with Deskpro tickets to streamline communication with users.	View information from your DevOps work items by linking them to your Deskpro tickets	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.
Embed an IFrame in the global component so you can display any website or web app.	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	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

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

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Description	Setup	Settings	Permissions
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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.

Q Search	🤗 o o 🧐
☆	JIRA Personal settings
	ASHLEY DAWSON Profile
	Account settings
	Log out

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

A	Atlassian account	
	Profile and visibility	
	Email	
	Security	
	Account preferences	
	Connected apps	
	Products	

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

·····
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 his had not on-step verification enabled. You should treat API tokens as securely as any other nessand. Learn more



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