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New Feature: More Powerful JIRA Integration

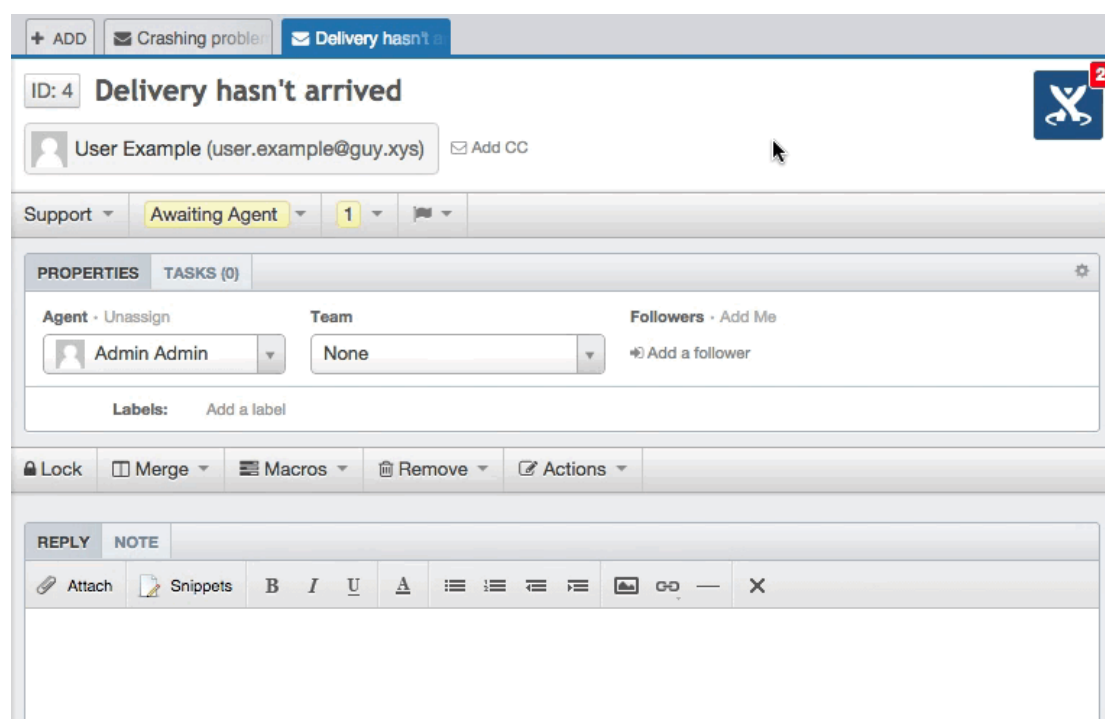
2014-12-08 - Ben Henley - [Komentarze \(0\)](#) - [Product](#)

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 screenshot displays the integration between JIRA and DeskPRO. On the left, the JIRA interface shows a ticket titled "[Ticket #4] Crashing bug" under project "PROJ-7". It includes action buttons like "Edit", "Comment", "Assign", "More", "Start Progress", "Done", and "Admin". Below, the "Issue Links" section shows a link to "DeskPRO #4 Crashing bug". The "Activity" section shows comments from "Mike Smith" and "JIRA Link [Administrator]". On the right, the "Issue Details" panel for "PROJ-7" shows the "Summary" as "[Ticket #4] Crashing bug", "Issue Type" as "Task", and "Description" as "Mobile app crash on startup". It also displays comments from "Mike Smith via JIRA" and "Head of Support via DeskPRO #4".

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

The screenshot shows the "Criteria" configuration for a trigger. It is set to "when" with the condition "The following conditions are met:". The first condition is "New Linked Issue" where "Project" is set to "Helpdesk". The second condition is "and" where "Issue Status" is "Any", "Linked Issue status" is "is not", and "Closed". A "+ Criteria" button is visible at the bottom.

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.