

New Feature: More Powerful JIRA Integration

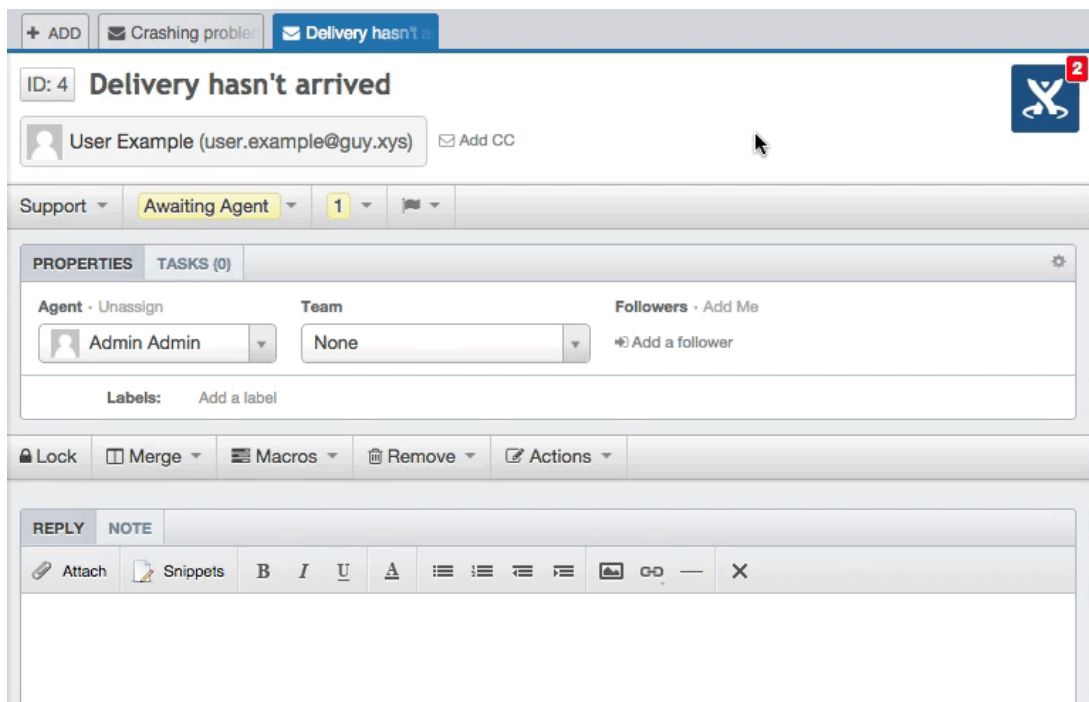
2014-12-08 - Ben Henley - Comment (1) - Product

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 screenshot displays the DeskPRO interface for a ticket titled "Delivery hasn't arrived" (ID: 4). The ticket is currently assigned to "Admin Admin" and is in the "Awaiting Agent" status. The interface includes a "PROPERTIES" section with fields for "Agent", "Team", and "Followers". Below this, there are action buttons for "Lock", "Merge", "Macros", "Remove", and "Actions". The bottom section is a "REPLY" area with a rich text editor toolbar containing options for "Attach", "Snippets", bold, italic, underline, link, list, and other formatting tools.

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 image shows two side-by-side screenshots of software interfaces. On the left is the JIRA interface for a project named 'PROJ-7' with a ticket titled '[Ticket #4] Crashing bug'. It features a navigation bar with buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Done', and 'Admin'. Below this, there are sections for 'Issue Links' (showing a link to 'DeskPRO #4 Crashing bug') and 'Activity' (showing comments from Mike Smith and a JIRA Link Administrator). On the right is the DeskPRO interface for the same issue, displaying 'Issue ID: PROJ-7', 'Summary: [Ticket #4] Crashing bug', 'Issue Type: Task', and 'Description: Mobile app crash on startup'. It also shows a 'Comments' section with the same two comments as the JIRA interface and a text input field for adding a new comment.

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

The image shows a 'Criteria' configuration screen in DeskPRO. It has a header 'Criteria' and a main section titled 'when The following conditions are met:'. The first condition is 'New Linked Issue' with a checked 'Project:' dropdown set to 'Helpdesk'. The second condition is 'and Issue Status' with a dropdown set to 'Any', followed by 'Linked Issue status is not' with a dropdown set to 'Closed'. At the bottom, there is a green button with a plus sign and the text 'Criteria'.

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.