I'm having trouble getting Jira-related triggers to work

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Question:

I've installed the Jira app within Deskpro and set it up. I notice some new Jira-related trigger criteria and actions that don't work. What's wrong?

Answer:

After you've installed the app, you need to do a little more configuration of inbound webhooks in Jira before you can use Jira-related triggers and actions.

Check out our guide to learn how to use Jira with our Triggers system.