

JIRA integration app

David Pinto - 2023-09-12 - Comments (0) - Admin

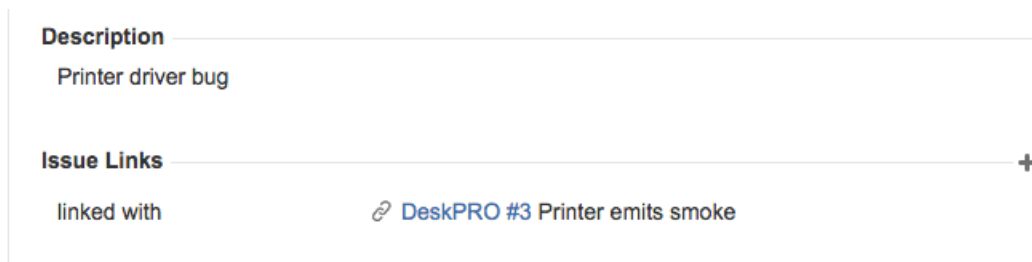
The updated JIRA integration app enables agents to link Deskpro tickets with issues in [Jira](#).

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.



The screenshot shows a JIRA issue pane with two sections: 'Description' and 'Issue Links'. The 'Description' section contains the text 'Printer driver bug'. The 'Issue Links' section is expanded, showing a link to a Deskpro ticket: 'linked with [DeskPRO #3 Printer emits smoke](#)'. A plus sign is visible at the end of the 'Issue Links' section header.

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:

The screenshot shows the 'Apps' management interface in Deskpro. At the top, there's a search bar and two tabs: 'Installed (15)' and 'Available (30)'. Below the tabs is a grid of 12 app cards. The 'JIRA' card, located in the second row, second column, is highlighted with a red border. Each card includes an icon, the app name, and a brief description of its functionality. Other visible apps include Asana, Azure Devops, Bookmarks, ClickUp, Copper, Deskpro Feedback, GitHub, GitLab, IFrame, Jira Data Centre, and Latest News.

When you click on Jira, a menu will open, select the **Setup** tab, and follow the Guide to set up your Jira app.



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

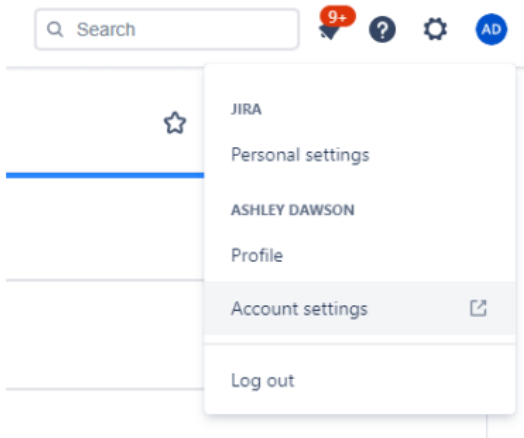
1.0.28

Description **Setup** Settings Permissions

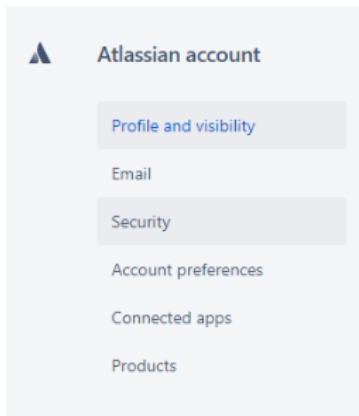
JIRA App Setup

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.



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



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

[Keep your Atlassian account secure with a security alert email. Learn more](#)

[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 has had two-step verification enabled. You should treat API tokens as securely as any other password. [Learn more](#)

Install

Remove