

New Feature: More Powerful JIRA Integration

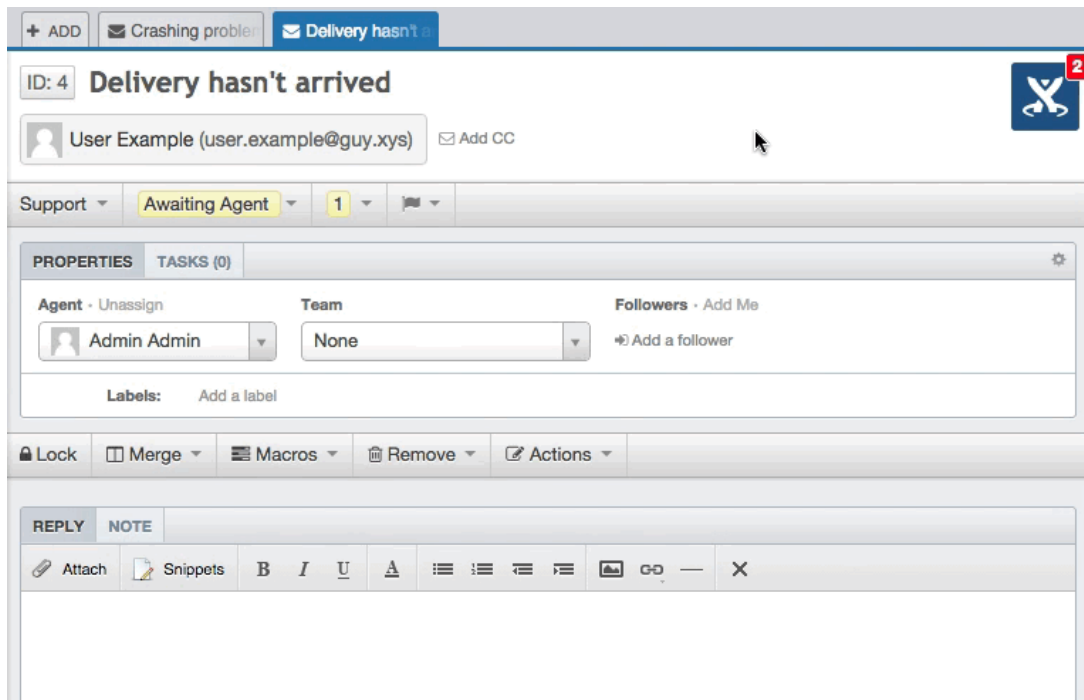
2014-12-08 - Ben Henley - Comments (0) - Product

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 screenshot displays the DeskPRO interface for a ticket. At the top, there are navigation tabs for '+ ADD', 'Crashing problem', and 'Delivery hasn't arrived'. The ticket title is 'ID: 4 Delivery hasn't arrived' with a user icon and 'User Example (user.example@guy.xys)'. Below the title, there are status and priority indicators: 'Support', 'Awaiting Agent', and '1'. The 'PROPERTIES' section includes fields for 'Agent' (Unassign, Admin Admin), 'Team' (None), and 'Followers' (Add Me, Add a follower). There are also 'Labels' and 'Add a label' options. A toolbar contains 'Lock', 'Merge', 'Macros', 'Remove', and 'Actions'. The bottom section is a rich text editor with 'REPLY' and 'NOTE' tabs, and a toolbar with 'Attach', 'Snippets', 'B', 'I', 'U', 'A', list and link icons, and a close button.

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 a comment from Mike Smith and a comment from 'Head of Support via DeskPRO #4'.

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

The image shows a 'Criteria' configuration screen in DeskPRO. It has a title 'Criteria' and a section 'when' with the text 'The following conditions are met:'. Below this, there are two conditions: 'New Linked Issue' with a checked 'Project:' dropdown set to 'Helpdesk', and 'Issue Status' with a dropdown set to 'Any', 'Linked Issue status' set to 'is not', and another 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.