

Can I use Deskpro automation for integration with JIRA?

Ben Henley - 2023-08-29 - Komentarjev (0) - Deskpro Legacy

The updated JIRA integration app adds support for creating triggers that respond to JIRA events and create comments within JIRA.

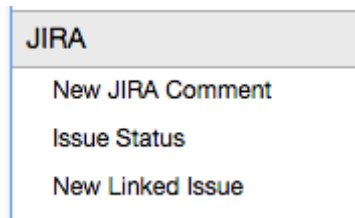
To enable these, you must [install the latest JIRA app](#). (If you are on Deskpro On-Premise and are running build #383 or earlier, you must first update your helpdesk).

You will find JIRA events filter settings under the **By an app** category.



A screenshot of the 'By an app' category in the JIRA integration settings. It shows two options: 'Linked JIRA issue was updated' which is checked with a blue checkbox, and 'Linked JIRA issue was deleted' which is unchecked with a white checkbox. Each option is preceded by a small icon of two puzzle pieces.

You will be able to use the following criteria for triggers:



A screenshot of a dropdown menu titled 'JIRA'. The menu is open, showing a list of criteria: 'New JIRA Comment', 'Issue Status', and 'New Linked Issue'. The 'JIRA' title is highlighted in a grey bar at the top of the dropdown.

There will also be an automation action to add a JIRA comment to all linked issues on a ticket.



A screenshot of the 'Add JIRA Comment' automation action configuration. The action is titled 'Add JIRA Comment'. It has two main fields: 'Author:' and 'Text:'. The 'Author:' field has a dropdown menu with two options: 'Use the assigned agent if there is one' (unchecked) and 'Head of Support' (selected with a blue radio button). The 'Text:' field is a large text area. At the bottom, there is a green button labeled 'Action' with a circular arrow icon.

