

Can I use Deskpro automation for integration with JIRA?

Ben Henley - 2023-08-29 - Comments (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.

- By an app
 -  Linked JIRA issue was updated
 -  Linked JIRA issue was deleted

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

| JIRA |
|------------------|
| New JIRA Comment |
| Issue Status |
| New Linked Issue |

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

| | | |
|---------------------------------------|---------|---|
| | Author: | <input type="checkbox"/> Use the assigned agent if there is one  |
| | | <input checked="" type="radio"/> Head of Support |
| Add JIRA Comment | Text: | <div style="border: 1px solid #ccc; height: 60px;"></div> |
| <input type="button" value="Action"/> | | |

