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## Elevate Issue Tracking with Linear and PagerDuty Apps

2024-01-09 - Lara Proud - Comments (0) - Product (Admin)

We are thrilled to announce the launch of two new powerful issue-tracking apps, <u>Linear</u> and <u>PagerDuty</u>, that will provide a more seamless issue-tracking workflow for your teams.

Linear your comprehensive project management platform With our <u>Linear</u> integration, your team can seamlessly manage projects between your Linear projects and your helpdesk.

Linear +	C 🌣	
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Create approval proce worked on 🔊 🗗	ess for issues to be	
Issue ID DP-00856	Deskpro Tickets 5	
Project 🖾 DeskPRO Apps 🗹		
Epic DeskPRO Sprint 8 🗗		
Status Open		
Reporter Jane West		
Update brand guidelines for the agency to use 🔊 🖓		
Issue ID DP_00855	Deskpro Tickets	

With the Linear app, your team can utilize the following features:

• Link Issues with Tickets: Enhance agent-user communication by linking issues to tickets within the app, allowing agents to effortlessly access information in Linear directly from Deskpro.

- **Create Issues:** Conveniently create new issues based on the information acquired from your users.
- **View Issues:** Stay updated with the latest changes to your issues by viewing their properties.
- **Edit Issues:** Agents can edit issue properties when they receive new information from your users.
- Add Comments: Supplement your issues with additional information using Linear's intuitive comment system.

Increase efficiency with PagerDuty's advanced incident management capabilities With Deskpro's <u>PagerDuty</u> integration, your agents can track events that impact your customers directly from your helpdesk.

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Pa	agerDuty +	C :	
	Use default text style in email notifications 🕑 🗗		
Ind #1	ident number	Priority P2	
	rvice p Server ⊠	Created May 11, 2023 at 3:03 PM	
Urg Lo	gency W	Status Triggered	
	signee cholas Jones	Deskpro Tickets 1	
Inc	cident 2  P 🛛		

The PagerDuty integration offers:

• **Incident Creation:** Seamlessly create a PagerDuty incident upon receiving customer complaints without switching between applications, ensuring a swift response to problems.

- **View Incidents:** Obtain crucial insights about ongoing incidents, enabling easier customer updates about their progress.
- **Edit Incidents:** Keep your incidents updated with real-time information, providing your engineers with the latest details to aid their resolution efforts.
- **Create Comments:** Interact with your engineers who use PagerDuty with comments, facilitating mutual updates without leaving the Deskpro interface.

To get started with these new apps, navigate to **Admin > Apps & Integrations > Apps**, open the **Available** tab, select the app you want to install, and follow the setup instructions.