

Zendesk JIRA Connector



Keval Shah Apr 19, 2019 · 4 min read

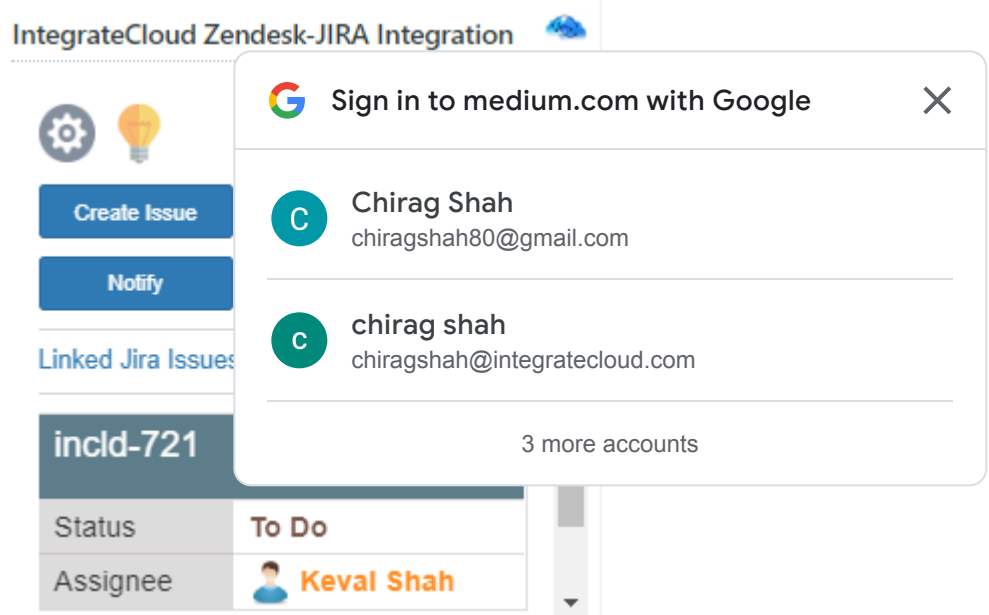
Zendesk JIRA connector

Connect your customer support software Zendesk and bug tracking tool JIRA.

The **Jira** integration encourages collaboration between product teams and the support team. The **Jira** integration supports both **Atlassian Jira Cloud (On Demand)** and **Jira Server (On Premise)** version. Using the dedicated integration user option.

Create Bug from Zendesk in JIRA.

For example, after a customer reports a bug in a ticket, the agent can file a bug in Jira directly from your Zendesk. After fixing the bug, a developer can add a comment to the ticket directly from Jira.



Zendesk JIRA Integration

Zendesk JIRA connector

Quick steps

1. Sign up for Zendesk or use your existing account.
2. Get the App and Install it into Zendesk.
3. Configure the app with your account name.
4. Open a Zendesk ticket, click Apps, sign in.
5. Click to create a Issue or Link to an Existing Issue.

Using the integration in Zendesk Support.

As an agent, you can create a new Jira issue from a ticket, or link to an existing Jira issue from a ticket. You can then use the link to track the progress made by the product team on addressing the issue. For example, within Zendesk Support you can view details about a bug you filed in Jira to see if the engineering team fixed it.

Know How to use the App.

In the App we have 4 Options.

1. Create Issue

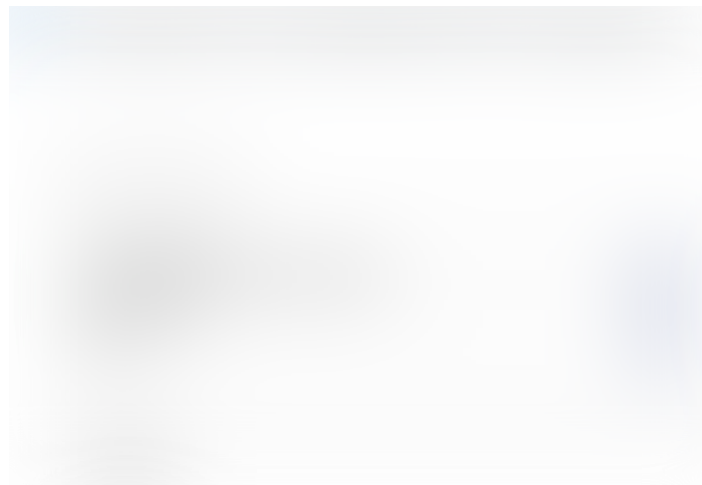
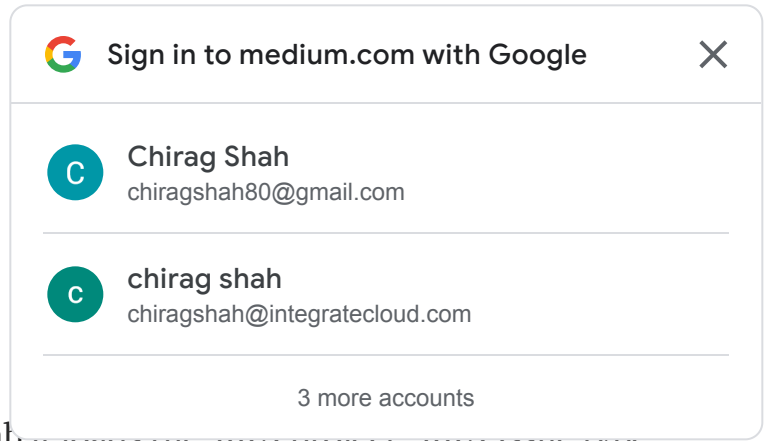
2. Link

3. Tickets

4. Notify

01. Creating Issue

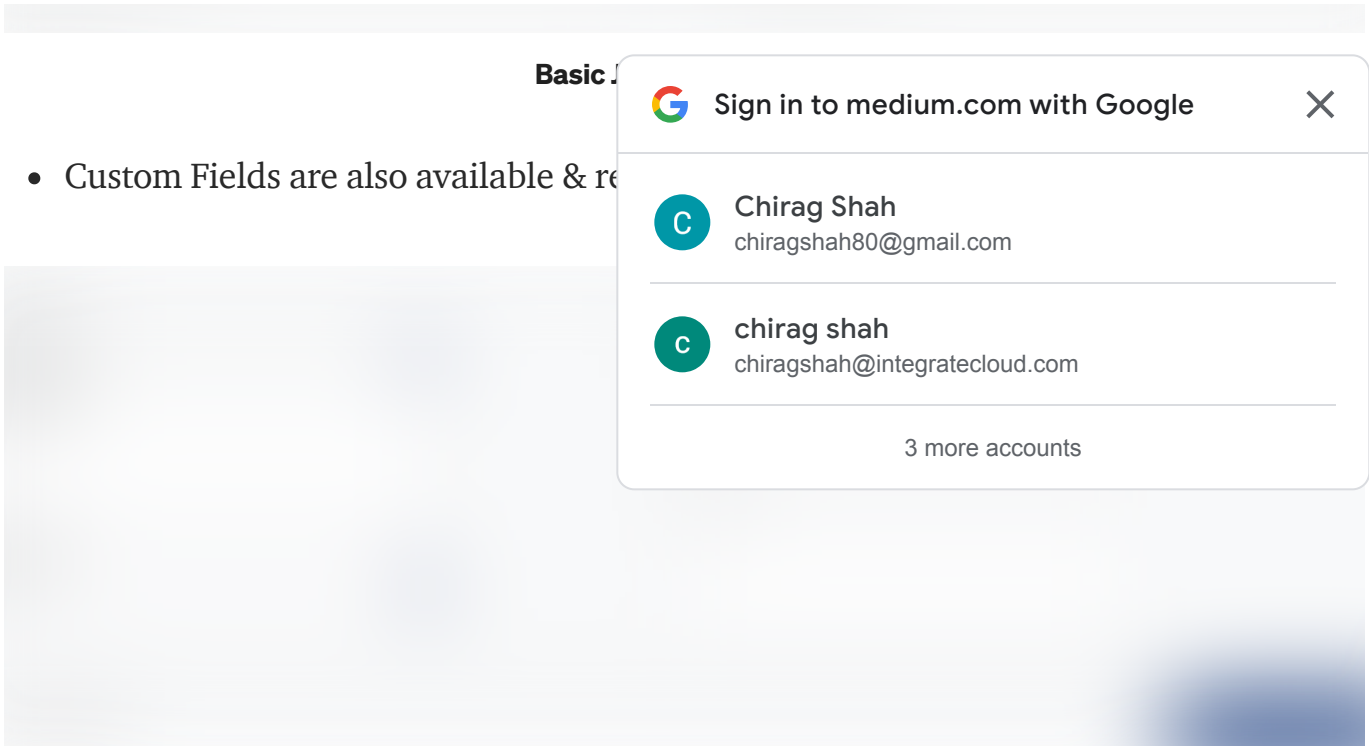
- When clicked on the Create Issue tab it loads the user project, user issue type.



Create JIRA Issue

- Based on the selection it will load all the JIRA fields like System fields (summary, description etc....) and Custom fields.





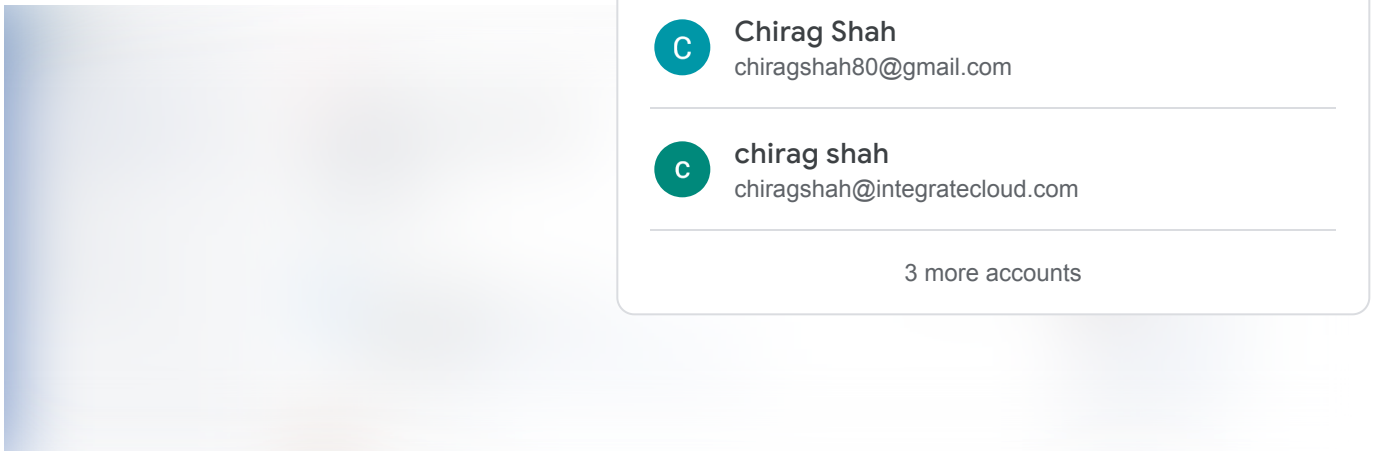
Custom Fields

- User can Click on the Create Issue Button & as the ticket is created User received the confirmation.



JIRA Ticket Created Successfully

- User can verify the details of the ticket added by clicking on the JIRA Issue Number above.



JIRA Issue.

02. Link

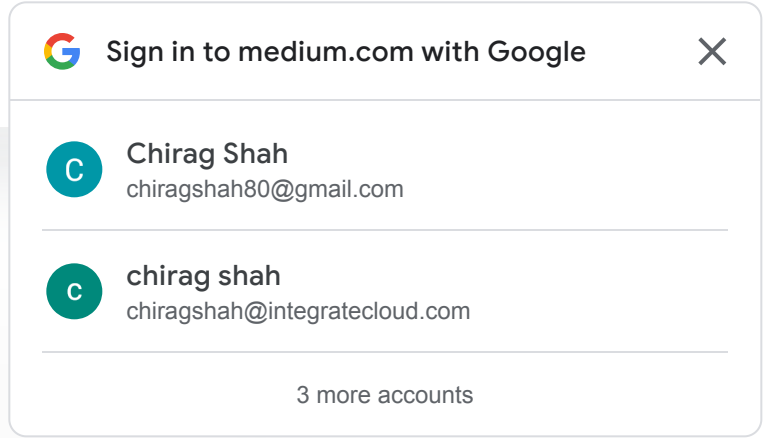
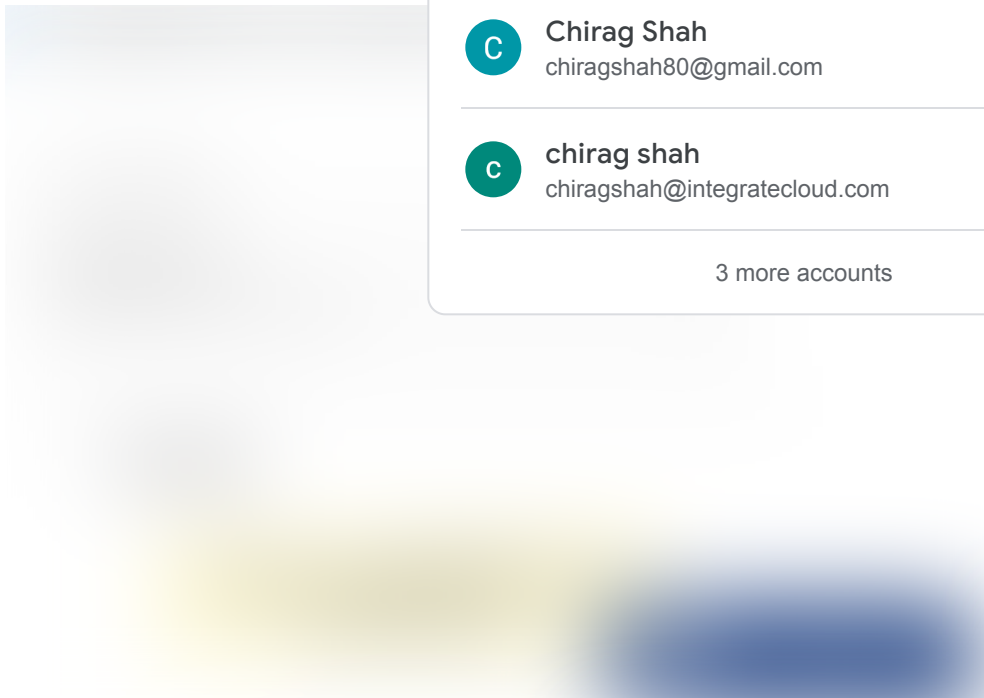
Zendesk JIRA connector

- User can Link 1 or multiple Ticket to a Single JIRA Issue.



Link JIRA Issue

- As the User Clicks on the Link Issue button a message is received “ Ticket successfully linked to JIRA Issue Key.”





Ticket Successfully Linked


- Multiple Issue can be linked to a Single Zendesk Ticket.



Multiple

 Sign in to medium.com with Google ✕

 **Chirag Shah**
chiragshah80@gmail.com

 **chirag shah**
chiragshah@integratecloud.com

3 more accounts

03. Tickets

- User can see which Zendesk Ticket I
- For Eg. As the Highlighted Yellow co
JIRA Ticket Id INCLD-721 & INCLD-



Linked Tickets

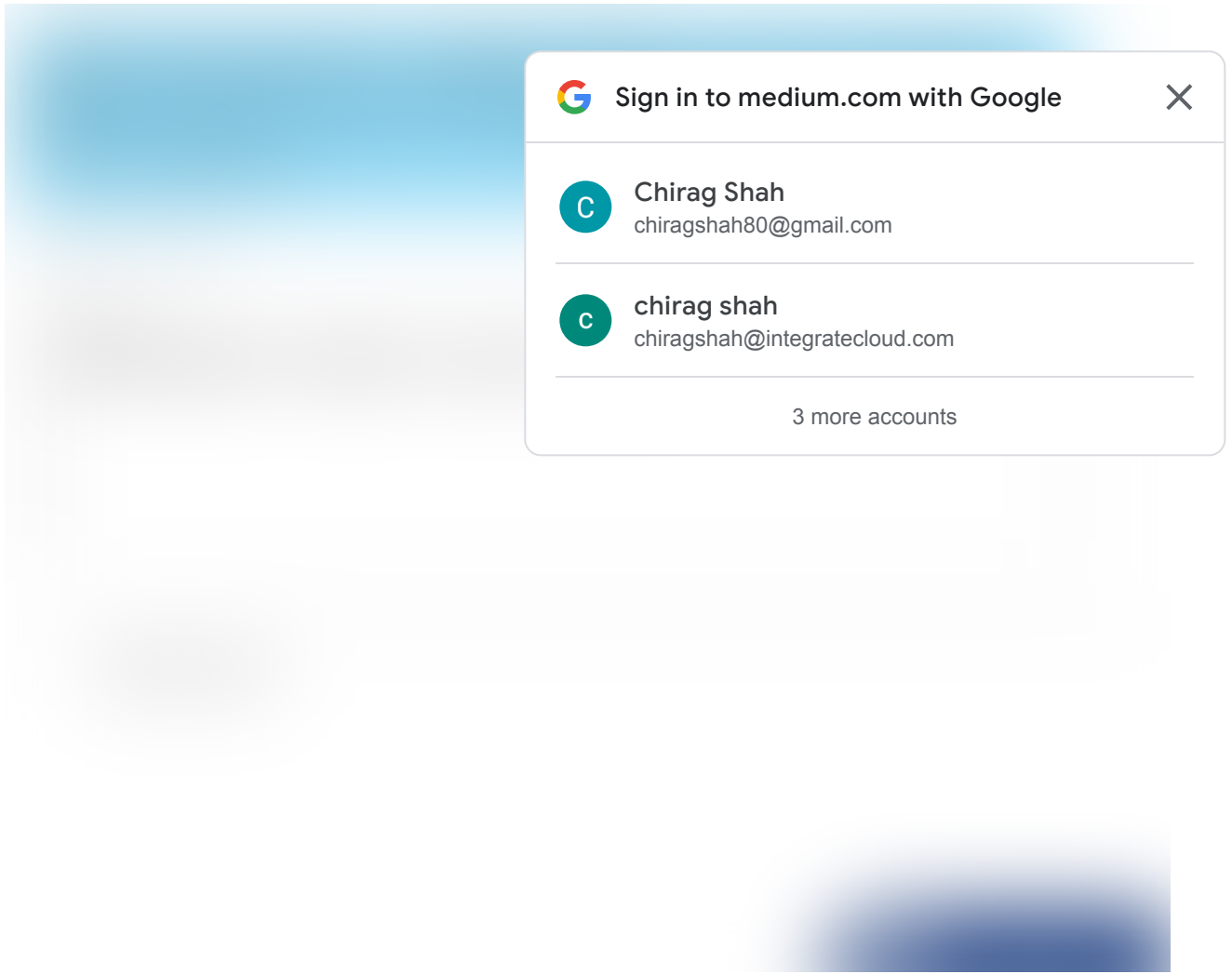
- The above Linked Tickets information can be Exported to XLS, XLSX and CSV Format.

Zendesk JIRA connector

04. Notify

- Notify button allows User to send notification message into the JIRA issue.

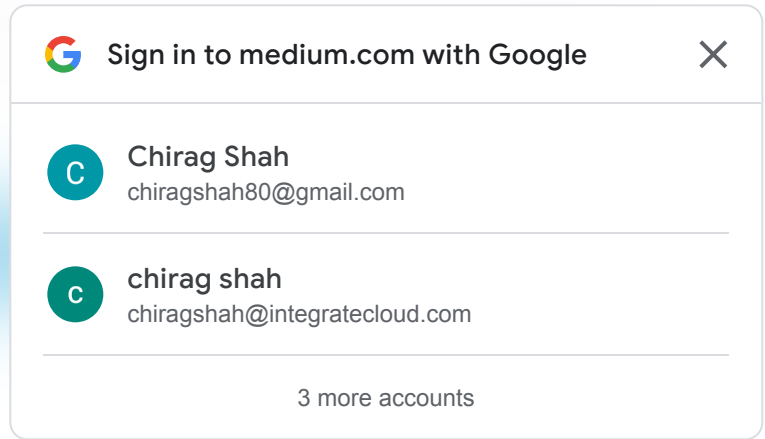




Notification

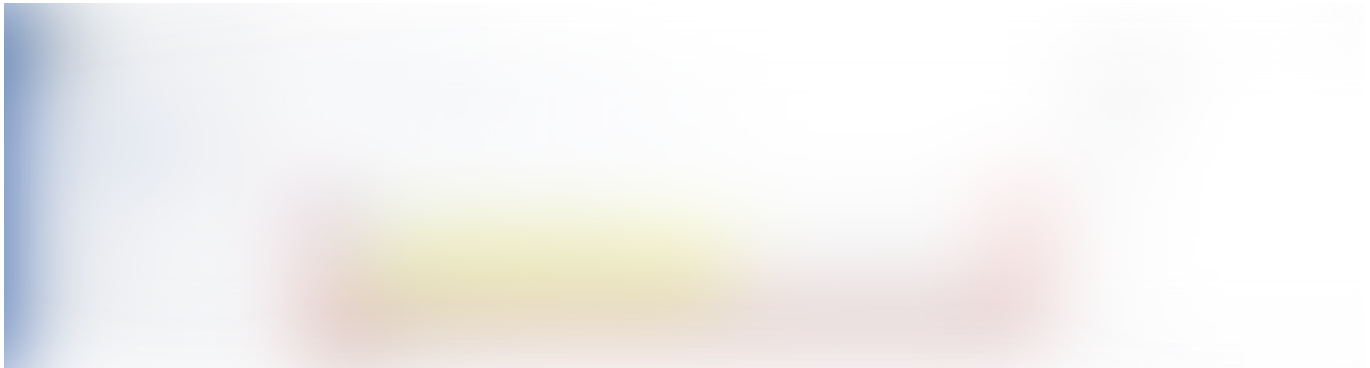
- As the User Click on Notify Issue button, Notification is sent & a message is received below as “JIRA Ticket Notified Successfully.”





JIRA Ticket Notified Successfully

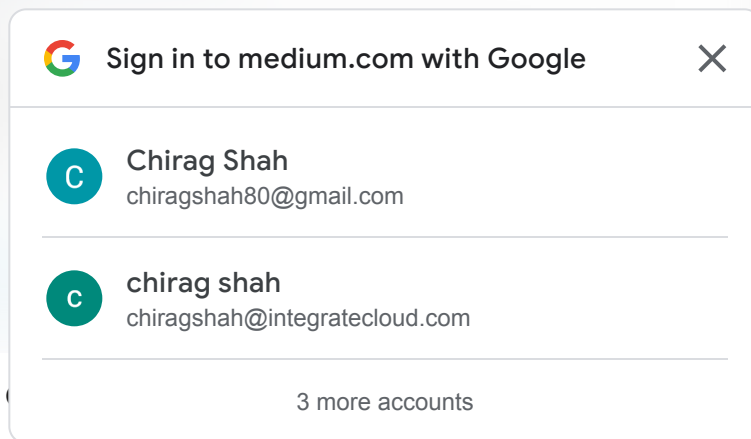
- JIRA Issue will receive the Notification in the Comments Section.



Notification Received to JIRA Issue

- **Comments (Show JIRA Log.)**
- Comments shows all the JIRA Issue Information like Zendesk Ticket Id, JIRA Ticket Id (JIRA Issue), JIRA Status, etc.
- User has to just click on the Comments button to see the details.





- For more information please refer to the below link.

[Help Article for Setup](#)

- To install the app please click on the following:


[Install App](#)


Use Zendesk JIRA Connector . See the App in action.




Zendesk JIRA Connector

Agile Zendeskjiraconnector Zendesk Jira

 Sign in to medium.com with Google ✕

 **Chirag Shah**
chiragshah80@gmail.com

 **chirag shah**
chiragshah@integratecloud.com

3 more accounts

Get the Medium app

