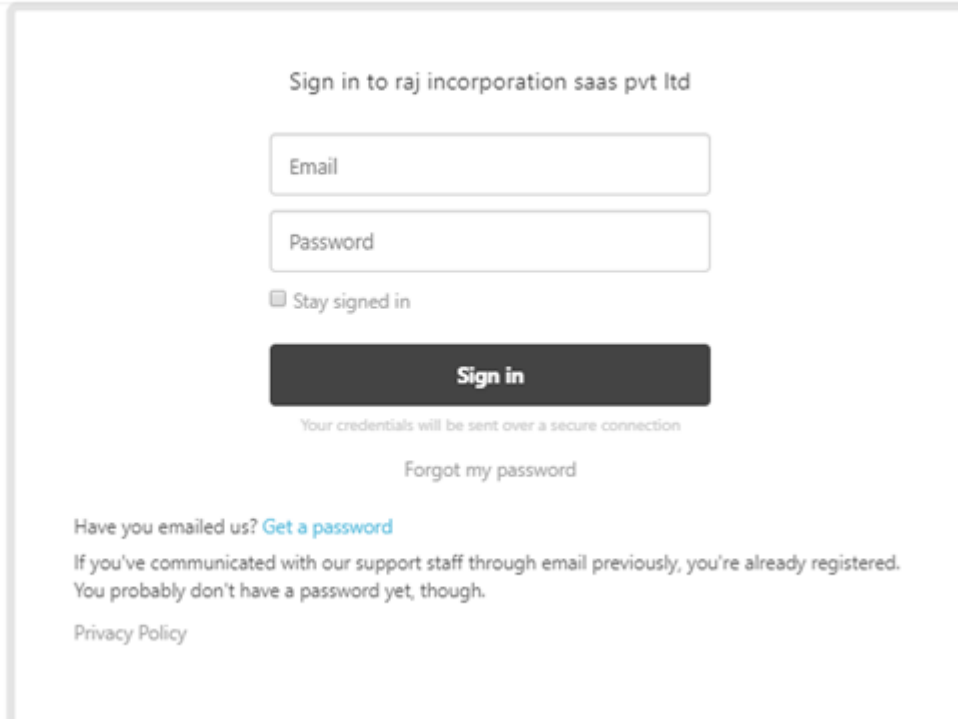








zendesk



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Freshdesk JIRA connector



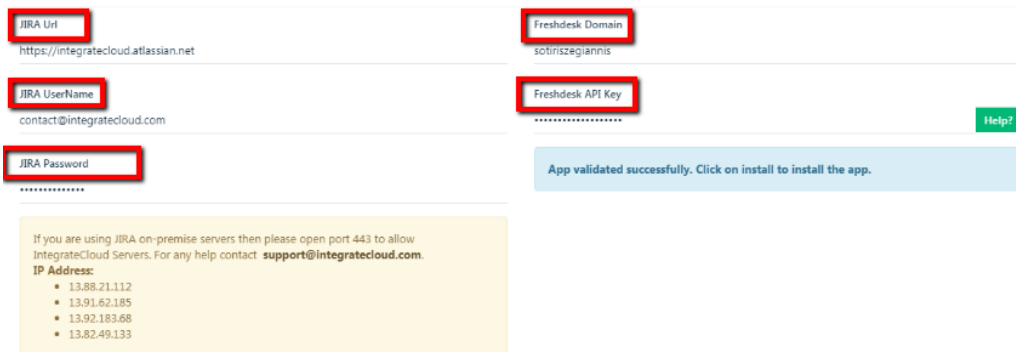
APRIL 2, 2019 By KEVAL S LEAVE A COMMENT

Freshdesk JIRA Connector

The JIRA integration for Freshdesk supports both on-demand and on-premise variants, from JIRA 4.x up to the latest version – JIRA

Installation Procedure:

- Go on to your Admin page in Freshdesk.
- Under Help-desk Productivity click on Apps.
- Click on “Get More Apps”. Search for “IntegrateCloud Freshdesk-JIRA integration App” and click on Install to go to your app configuration page.



JIRA Url
https://integratecloud.atlassian.net

JIRA UserName
contact@integratecloud.com

JIRA Password

Freshdesk Domain
sotiriszejanis

Freshdesk API Key

App validated successfully. Click on install to install the app.

If you are using JIRA on-premise servers then please open port 443 to allow IntegrateCloud Servers. For any help contact: support@integratecloud.com

IP Address:

- 13.88.21.112
- 13.91.62.185
- 13.92.183.68
- 13.82.49.133

Freshdesk JIRA Setup

Freshdesk JIRA Connector

For E.g.: – JIRA URL: – https://integratecloud.atlassian.net

IntegrateCloud is the company name here.

JIRA User Name: – Is the Email id which user uses to login in JIRA.

contact@integratecloud.com

JIRA Password: – Is the password which user uses for login in JIRA Account.

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The above is user Freshdesk link then

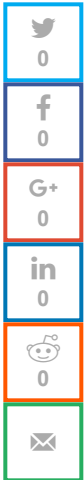
Freshdesk Domain: – sotiriszegiannis

For Freshdesk API Key: – As below.

Step 01. Login into your Freshdesk Account.

Click on the Right side Icon – – – – -> Profile Settings.

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Freshdesk JIRA Connector Setup

Step 02. On Right Side of the Page user can see “Your API Key”.

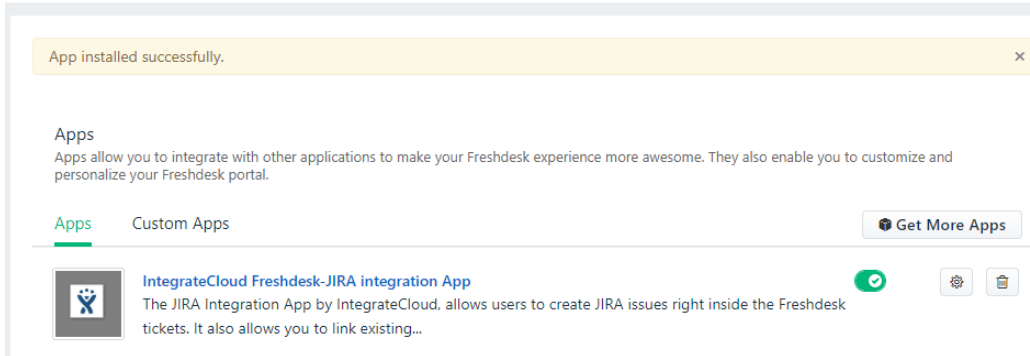
That the Key user will use above to validate

After Clicking on Validation if details are correct User will get message as “App validated successfully. Click on install to install the app.”

Freshdesk JIRA Connector

- After the installation is completed user will be able to see the Install App.


Admin



App installed successfully. ×

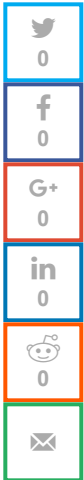
Apps
Apps allow you to integrate with other applications to make your Freshdesk experience more awesome. They also enable you to customize and personalize your Freshdesk portal.

Apps Custom Apps Get More Apps

 **IntegrateCloud Freshdesk-JIRA integration App**
The JIRA Integration App by IntegrateCloud, allows users to create JIRA issues right inside the Freshdesk tickets. It also allows you to link existing...

Freshdesk JIRA App

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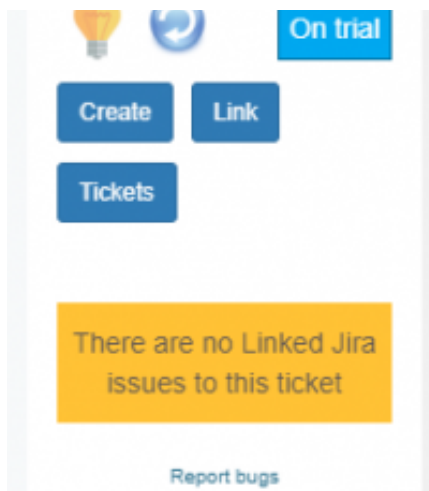


Status Sync

You can choose how you want your sync updates to work here – whether you want your Freshdesk ticket status to be updated every time there’s a JIRA status update and vice-versa.







Know How to Use the App:

1. Key features to Use JIRA Integration App by IntegrateCloud.App has 3 Buttons “Create Issue”, “Link Issue”, & “Ticket”.



Key features of Freshdesk JIRA connector

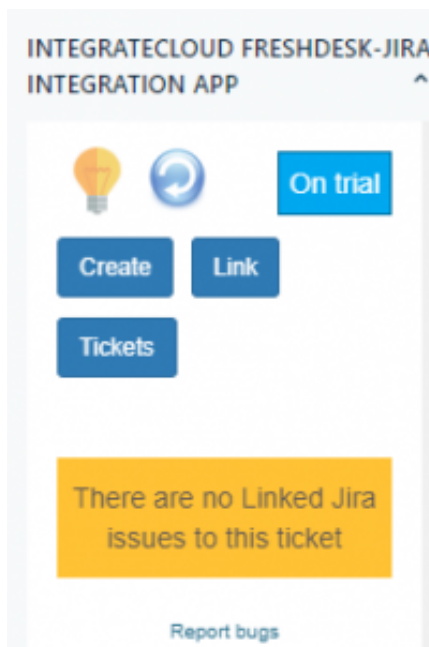
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A. Create Issue.


Step 01. User must migrate to a Ticket Page or must open a New Ticket in Freshdesk.


There on extreme right side user will be able to see "INTEGRATECLOUD FRESHDESK-JIRA INTEGRATION APP"



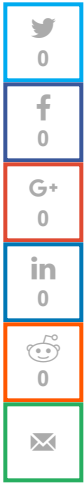
Create New Issue

Create JIRA Issue

* Project Name
 

* Issue Type
 

0 shares



Freshdesk JIRA Connector Create Issue

Step 03. Based on the selection it will load all the JIRA fields like System fields (Summary, Description etc....).

Create JIRA Issue

Project Name
IntegrateCloud.comSoftware

Issue Type Name
Bug

Assignee Name
keval.shah

Reporter Name
srinivas.thippyreddy

Priority Name
Minor

Component/s

Fix Version/s

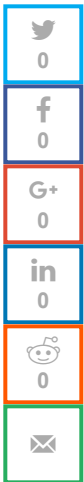
Labels
Testing Freshdesk Jira

Due Date
2/15/2019

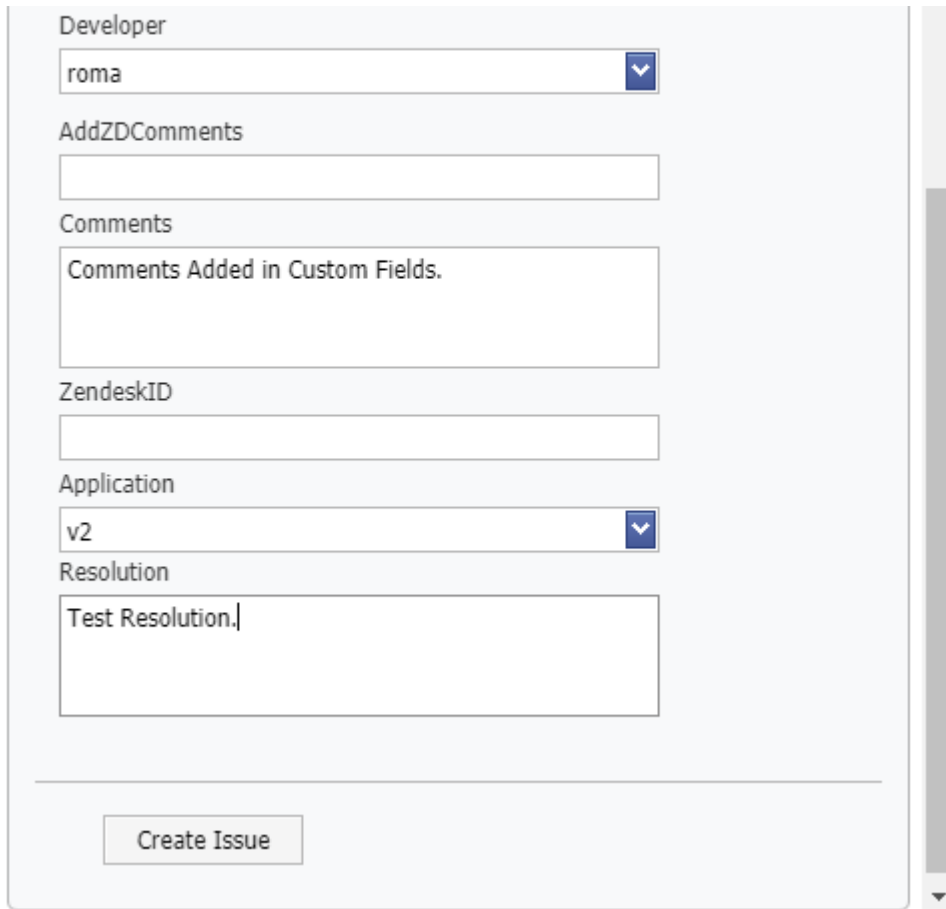
Summary
Test Fresh desk JIRA Integration App by IntegrateCloud.

Description
Test Fresh desk JIRA Integration App by IntegrateCloud.

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User can scroll down to see the Custom Fields created & add the relevant data in it.



Developer
roma

AddZDComments

Comments
Comments Added in Custom Fields.

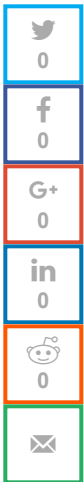
ZendeskID

Application
v2

Resolution
Test Resolution.

Create Issue

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Click on the Create Issue button at the bottom of the page when the data is added.

Step 04. By clicking on Create Issue button the issue will be created & the JIRA Ticket Number will be displayed below the Create Issue button on the same page.

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User can click on the JIRA ticket number to open JIRA Ticket.

B. Links Issue: – : This button allows you to link an existing JIRA Ticket. It can be linked to one or multiple JIRA issues.

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LINK ISSUE







Link JIRA Issue

JIRA Issue Key

Link Issue

Step 02. Once the issue is linked user shall receive a message “Freshdesk ticket successfully linked to JIRA issue key”.

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Link Issue

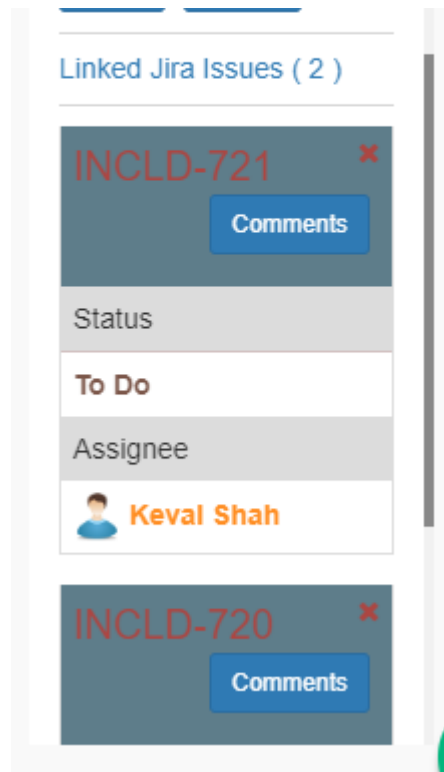
Link JIRA Issue

JIRA Issue Key

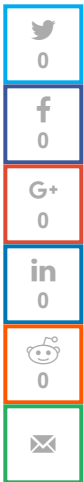
Link Issue

ticket successfully linked to jira issuekey.

Step 03. User can verify the Linked Issue Keys in the app.



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C. Tickets: - This button shall display all the Freshdesk Ticket & its corresponding JIRA Tickets.



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Refresh

Export




Drag a column header here to group by that column

Freshdesk Ticket ID 	Jira Ticket ID 
22	INCLD-721
22	INCLD-720
15	INCLD-718
17	inclD-718
20	INCLD-717
21	INCLD-720

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shares



When the Users click on JIRA Ticket Id or Freshdesk Ticket Id user will be redirected to that Ticket Id .

D. Notify JIRA Issue: – This button allows the user to send notifications to all the Linked JIRA Issues.

Step 01. When User clicks on Notify Issue it redirects to notify Issue Page where user can type its message.

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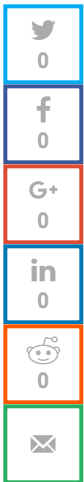
Message

Testing Notify Issues to JIRA.

Notify Issue

Step 02. By clicking on the Notify button user get a message “JIRA Ticket Notified Successfully.”

0 shares



Notify Issue

Notify JIRA Issue

Message

Type in some text to add to the notification

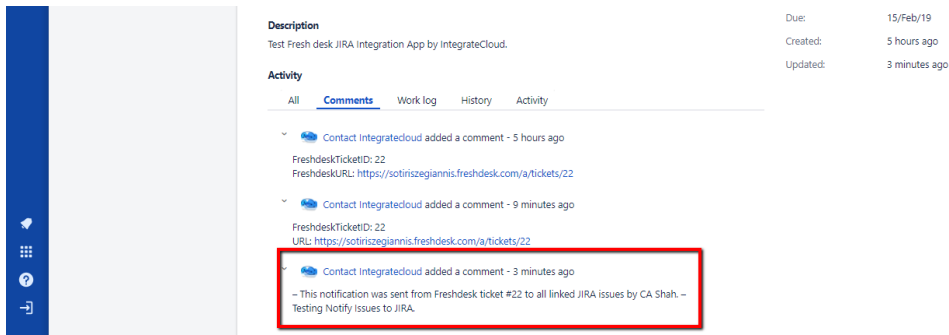
Notify Issue

JIRA Ticket Notified Successfully.

Step 03. User can verify the Notify message in the JIRA Ticket Comments log.

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Description
Test Fresh desk JIRA integration App by IntegrateCloud.

Activity
All **Comments** Work log History Activity

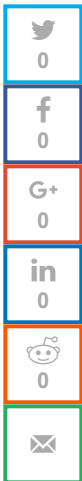
- Contact Integratecloud added a comment - 5 hours ago
FreshdeskTicketID: 22
FreshdeskURL: <https://sotirizegiannis.freshdesk.com/a/tickets/22>
- Contact Integratecloud added a comment - 9 minutes ago
FreshdeskTicketID: 22
URL: <https://sotirizegiannis.freshdesk.com/a/tickets/22>
- Contact Integratecloud added a comment - 3 minutes ago
- This notification was sent from Freshdesk ticket #22 to all linked JIRA issues by CA Shah. -
Testing Notify Issues to JIRA.

Due: 15/Feb/19
Created: 5 hours ago
Updated: 3 minutes ago

Checking on Comments, Status, Priority etc.etc.

User can Check JIRA Comments, JIRA Status, JIRA Priority etc etc. in the comments by Clicking on comments button.

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INTEGRATECLOUD FRESHDESK-JIRA INTEGRATION APP

On trial

Create Link

Notify Tickets

Linked Jira Issues (1)

INCLD-721

Comments

Status

To Do

Assignee

Keval Shah

After clicking on Comments box it shall redirect to a different popup which shall display all the above mentioned details.

FD Ticket Id: **22**

Jira Ticket Id: **INCLD-721**

Refresh JIRA Comments

JIRA Status: **To Do**

Jira Priority: **Minor**

JIRA Type: **Bug**

Jira Assignee: **keval.shah**

JIRA Comments Log



Contact Integratecloud 2019-04-03T05:12:40.406-04:00

FreshdeskTicketID: **22**

URL: <https://sotiriszegiannis.freshdesk.com/a/tickets/22>

0 shares



If any users has an issue please send an Email to support

Or Create ticket using the below link

[Submit Request](#)

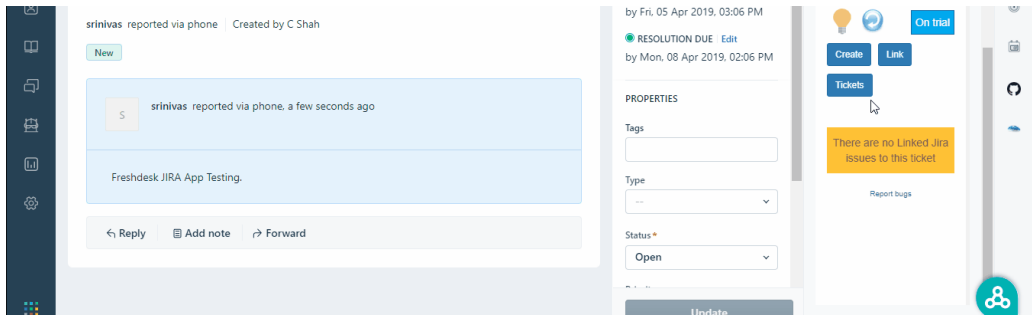
Again please install the app from here:

[Freshdesk JIRA Integration](#)

See the Freshdesk JIRA connector in action.

LEARN MORE ABOUT AZUREDESK







SEARCH 



Fresh Desk JIRA App Integration

FILED UNDER: UNCATEGORIZED

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