OVERVIEW

Now you can integrate Jira with Bitrix24. Create Jira issues, view Jira issue data and easily switch from Bitrix24 to Jira for detailed issue description – all your Jira interactions can be controlled directly from inside your Bitrix24 account.

WHAT IS NEW

Feature description

Jira version 2.0 includes:

1) Creating Jira issues.
    A list of parameters when creating a Jira issue expanded.

2) Jira issue filtering.
    A new custom Jira issue filter added.

3) Authorization updated.
    A new oAuth 2.0. authorization added.

4) Several bugs fixed.

CONNECTING

To get started with Jira, click on the "Log in" button to authorize in the application.
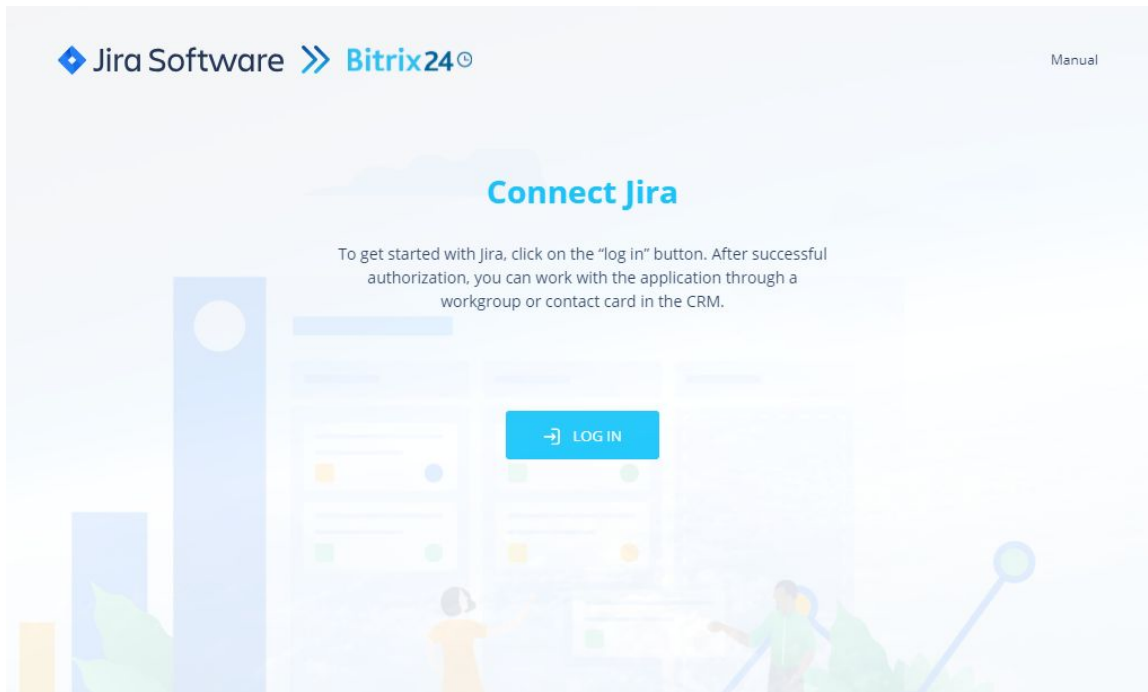
If the user is not authorized in Jira, a window with authorization will appear after clicking on the "Log in" button.
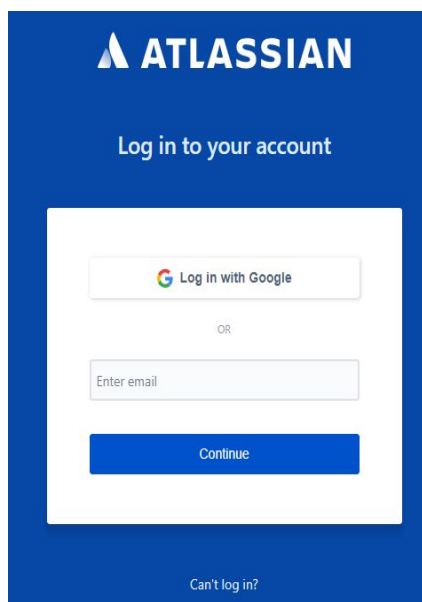
After successful authorization, there will appear a screen with a list of access rights (scopes) and a list of accounts that can be connected with Bitrix24.

After selecting the account, the user needs to click on the "Accept" button. After clicking on the "Accept" button, the user will return to the application page with the data from Jira.
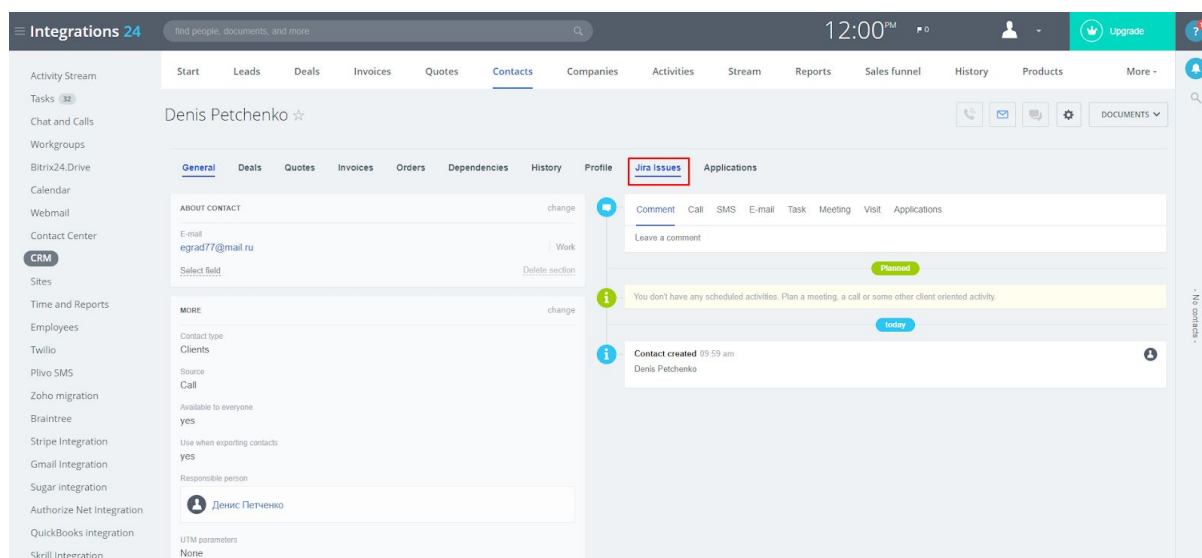
BITRIX24 CONTACT SLIDER PANEL

Viewing Jira issue list of Bitrix24 contact

Any Bitrix24 account user, who is authorized in the application, can view a list of issues of Bitrix24 contact in Jira.

To do that, go to Bitrix24 contact slider panel and click on the "Jira Issues" link in the slider panel menu.

After that, a table with a list of all Jira issues for the user will open on a separate tab of Bitrix24 contact slider panel. *Attention! Linking and displaying the list of Jira issues of Bitrix24 contact is based on the email address of the contact.*

Bitrix24 contact slider panel includes the following fields:

- Project
- Summary
- Assignee
- Creator
- Type
- Priority
- Status
- Created

Filter and search in Bitrix24 contact slider panel

When viewing the Jira issue list in Bitrix24 contact slider panel, the search by issue name is available.

Also, when clicking on the search field, a search filter for Jira issue in Bitrix24 contact slider panel becomes available.

Fields that are available to Jira issue list filter:

- Project
- Summary
- Assignee
- Creator
- Type
- Priority
- Status
- Created

Also, when clicking the "Add Field" button, the user can adjust which fields to add to the filter and which fields to remove from the filter.

Switching from Bitrix24 to Jira for detailed issue description

Your Bitrix24 account user can view detailed information about the issue by clicking on an external link to go to Jira ServiceDesk. To do that, click on the hyperlink in the issue list.
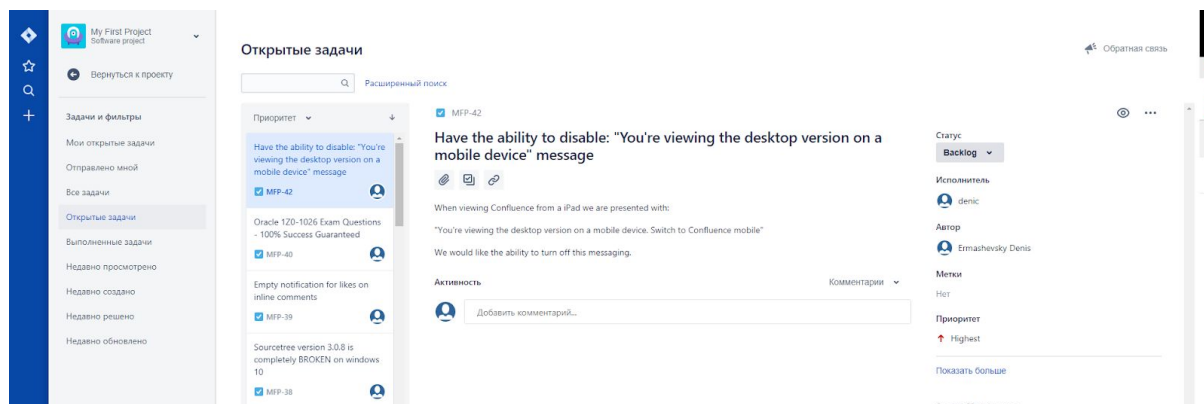
Creating Jira issues

Only a Bitrix24 user, authorized in Atlassian, can create issues. Otherwise, the "Create Issue" button will be unavailable and the user will only be able to see the issue list in the workgroup.

To create an issue, go to the contact slider panel and click on the "Jira Issues" button in the Activity History of Bitrix24 contact slider panel, then click on the "Create Issue" button.
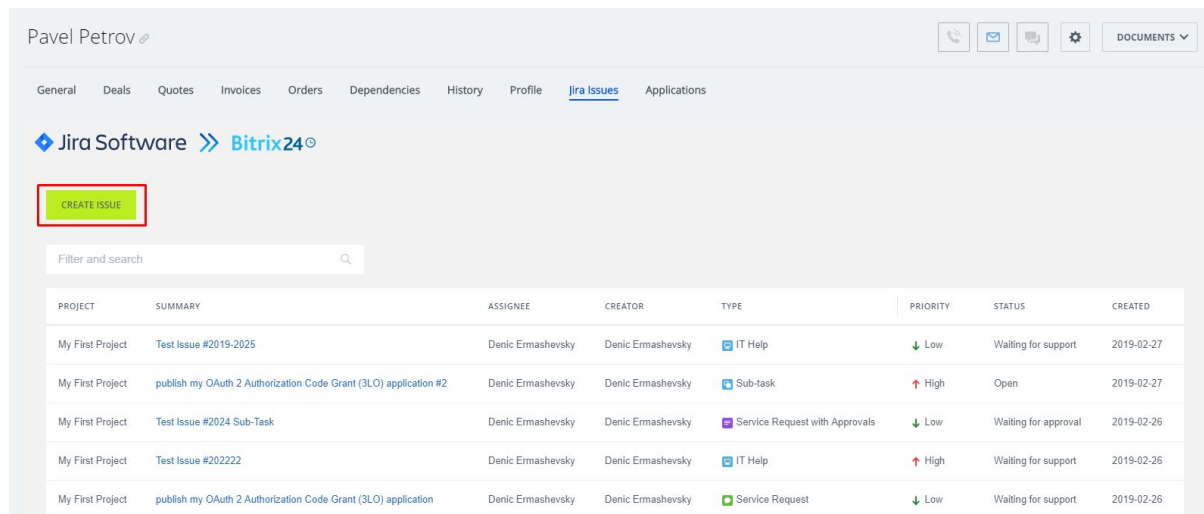
After that, the "Create Issue" form will open.

In the "Create Issue" form the following fields need to be filled in:

- Creator (the field is not editable)
- Summary
- Description
- Due Date
- Project
- Issue Type
- Parent Issue (in case "Sub-task" is chosen in the "issue type")
- Priority
- Assignee

You can create an issue by clicking on the "Add" button. The information about the created issue is displayed in the issue list in the contact slider panel.
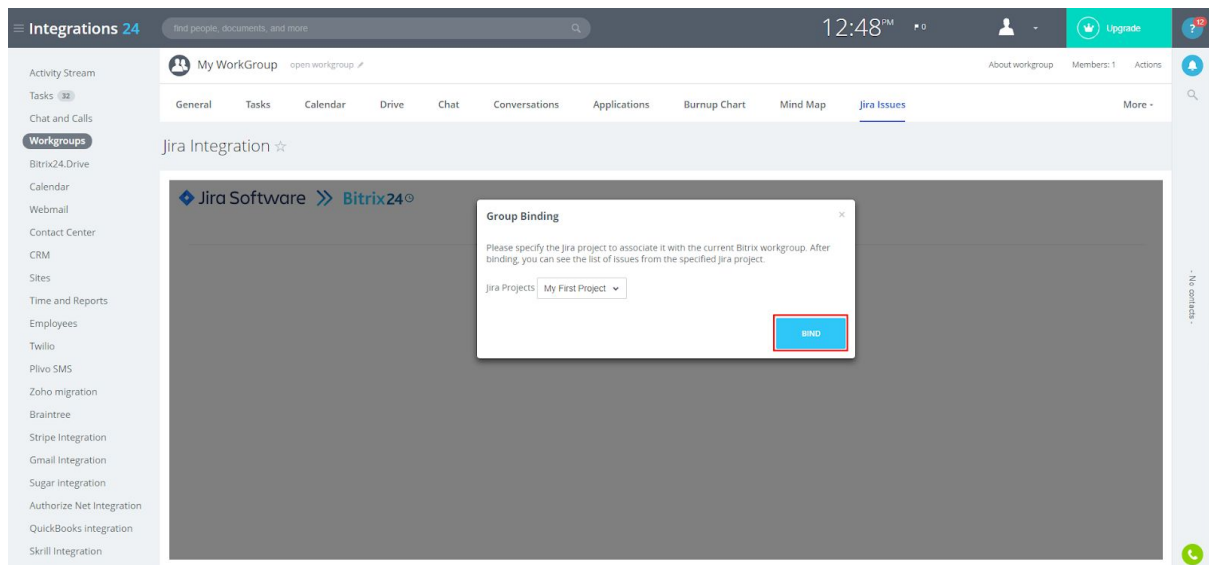
WORKGROUP

Binding Jira project to Bitrix24 workgroup

When opening Jira issues, Bitrix24 workgroup administrator will see a pop-up window. In the pop-up window they need to select one of the projects created in Jira.
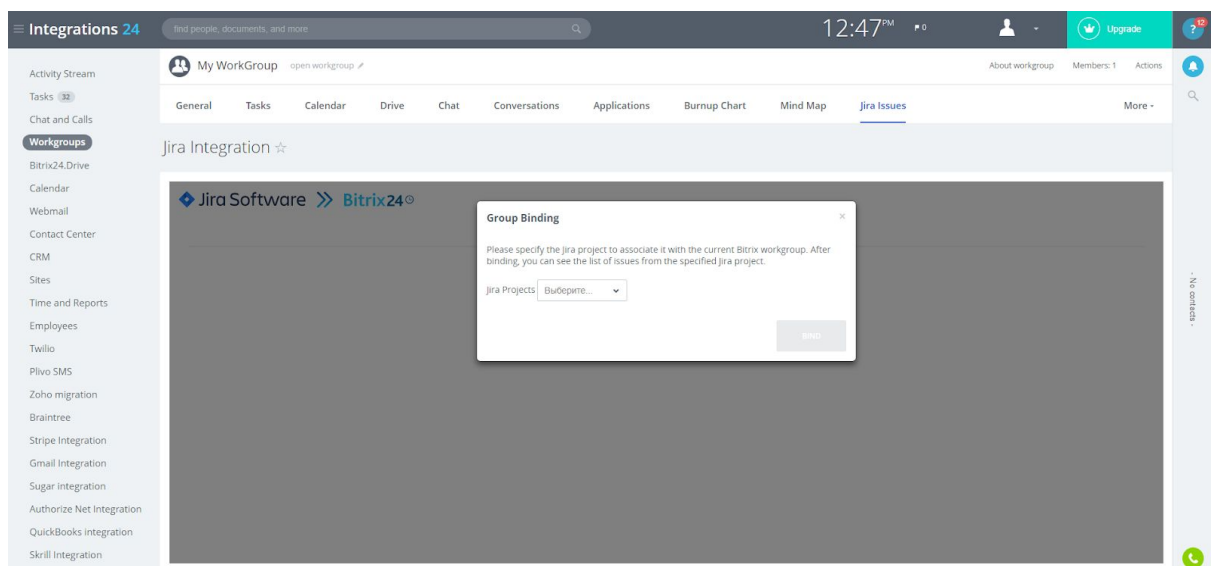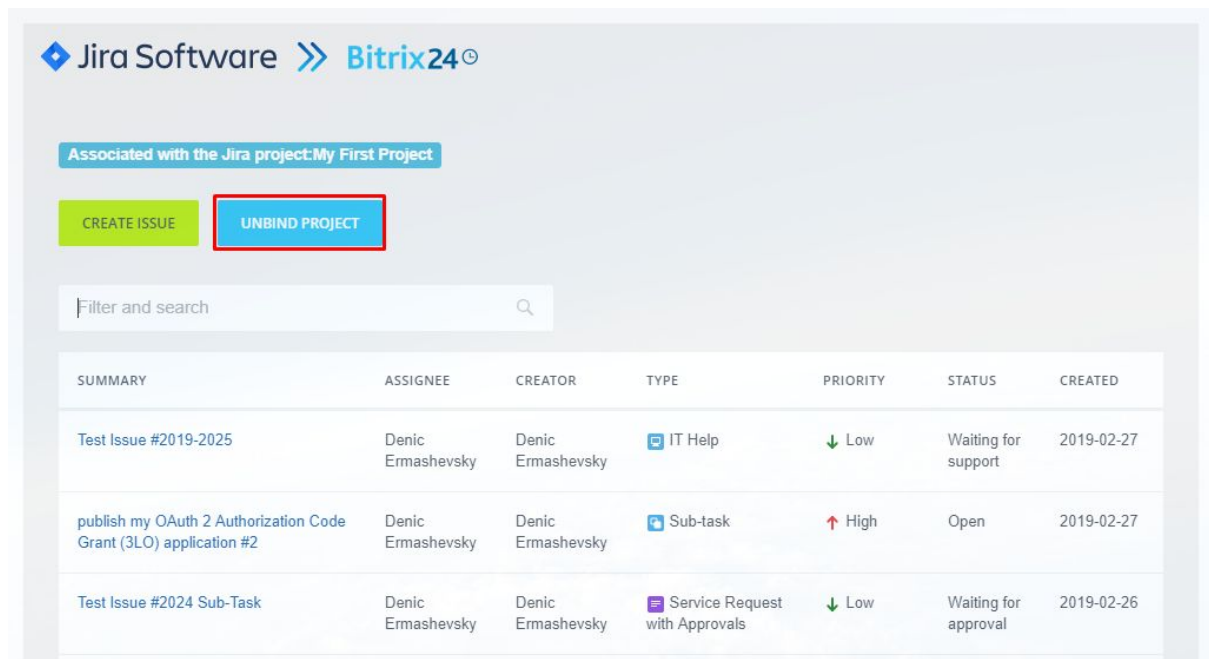

After choosing the Jira project, click on the "Bind" button, and the project will bind to Bitrix24 workgroup.

Unbinding Jira project from Bitrix24 workgroup

Bitrix24 workgroup administrator can unbind Jira project from Bitrix24 workgroup. To do that, click on the "Unbind Project" button. At the same time, the issue list in Jira will remain unchanged.

After that, a pop-up window will appear to confirm Jira project unbinding from Bitrix24 workgroup. You can either confirm unbinding or close the pop-up.
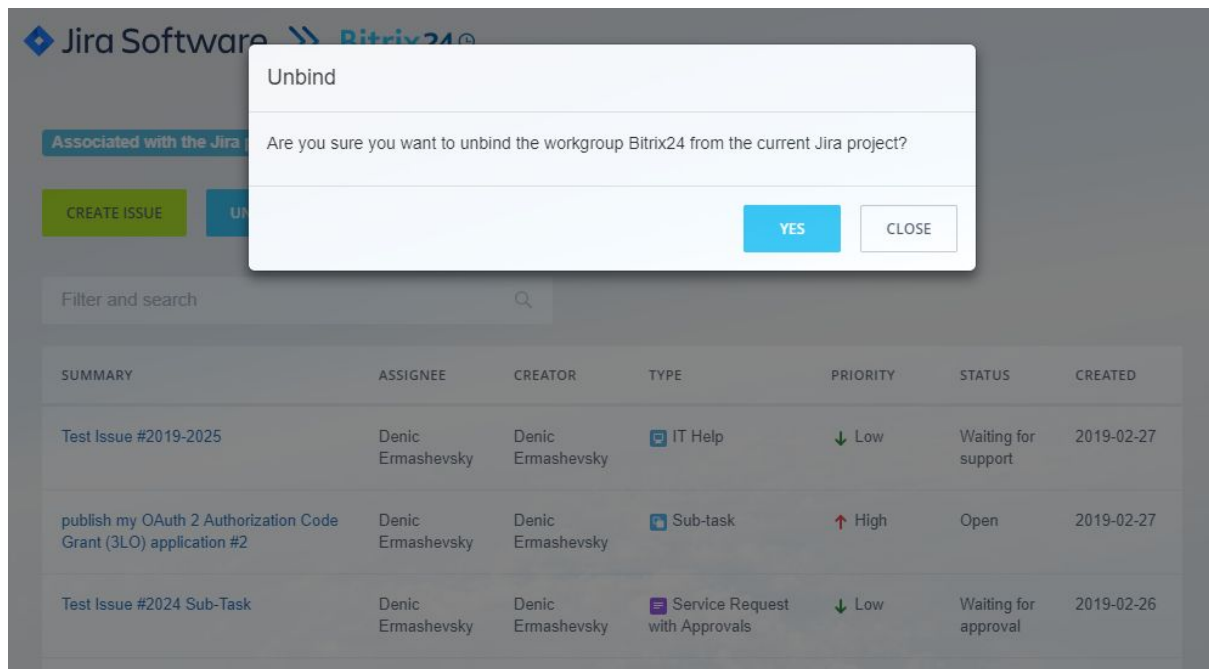
Creating issues

Only a Bitrix24 user, authorized in Jira ServiceDesk, can create issues.

To create an issue, go to the workgroup and click on the "Jira Issues" button in the Activity History of the workgroup, then click on the "Create Issue" button.

After that, the Create Issue form will open.

In the Create Issue form the following fields need to be filled in:

- Project (the field is not editable)
- Summary
- Description
- Due Date
- Issue Type
- Parent Issue (in case "Sub-task" is chosen in the "issue type")
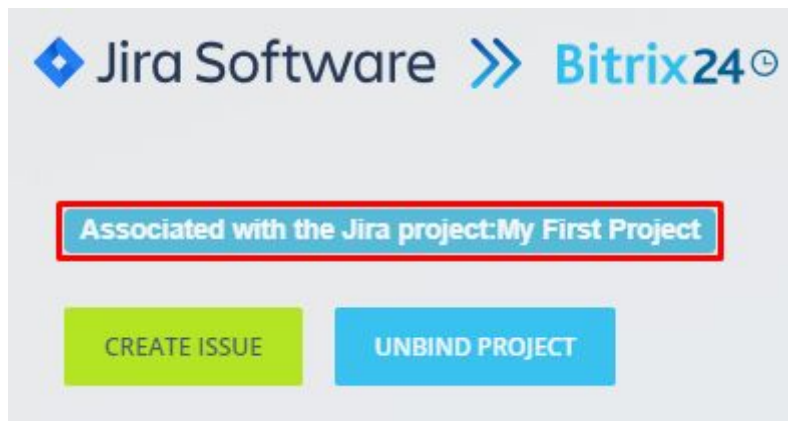- Priority
- Assignee

You can create an issue when you click on the "Add" button. The information about the created issue is displayed in the Activity History of the workgroup.

Viewing Jira issue list of Bitrix24 workgroup, switching from Bitrix24 to Jira for detailed issue description

Viewing Jira issue list of Bitrix24 workgroup works the same way as described in the subsection Viewing Jira issue list of Bitrix24 contact.
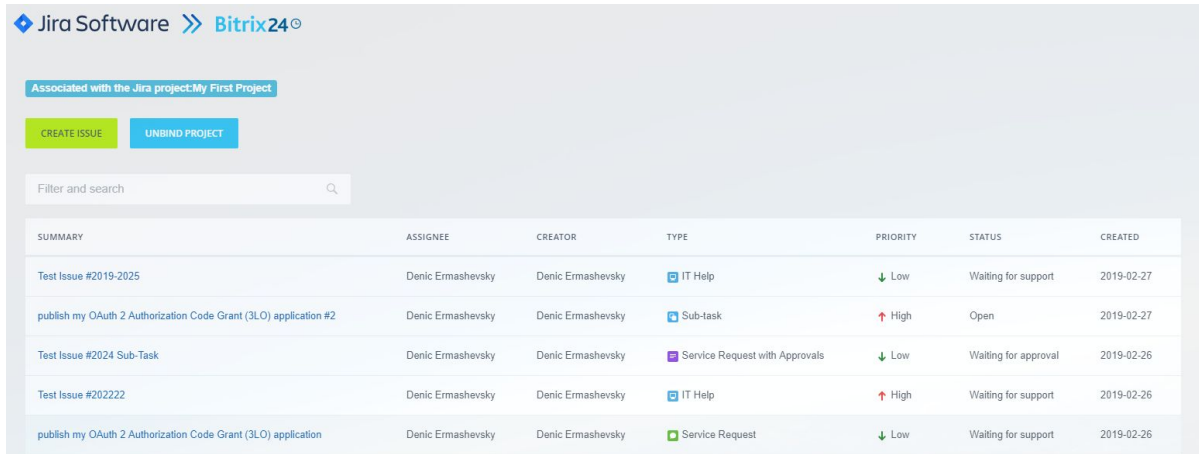
The only difference is:

1) the name of your project in Jira is indicated in Bitrix24 workgroup.

2) Bitrix24 workgroup table includes the following fields:

- Summary
- Assignee
- Creator
- Type
- Priority
- Status

- Created

Switching from Bitrix24 to Jira for detailed issue description in Bitrix24 workgroup works the same way as described in the subsection Switching from Bitrix24 to Jira for detailed issue description.

Filter and search in Bitrix24 workgroup works the same way as described in the subsection Filter and search in Bitrix24 contact slider panel. *The only difference is filtering by "Project".*

DOWNLOAD

Jira Integration app can be installed from inside your
Bitrix24 account or via public marketplace.

UNINSTALL

To uninstall the application from your Bitrix24 go to the Applications → My Apps →
Jira Integration detail page and click on the delete button.

FEEDBACK

If you have any questions or proposals for adding new features, please write to us
at info@bitrix24.com.