

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

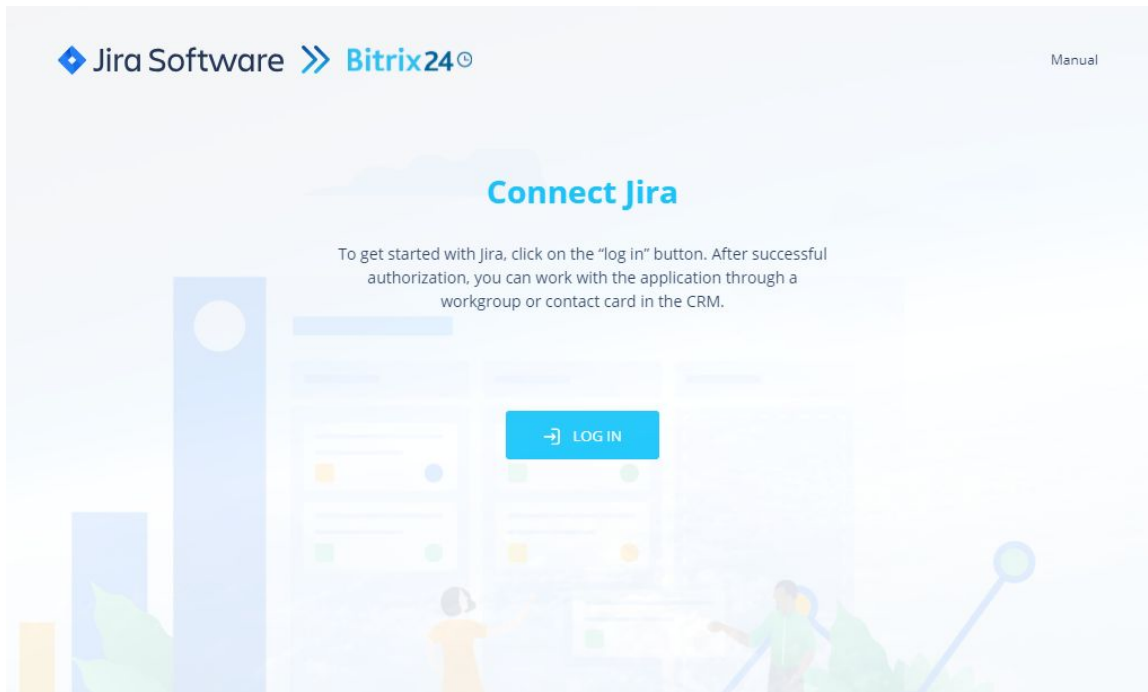
Feature description

Jira version 2.0 includes:

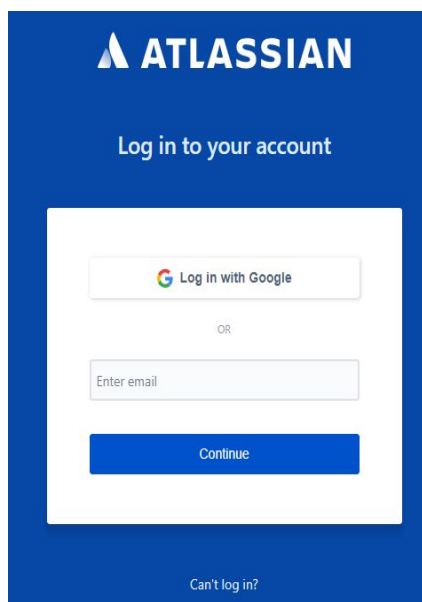
- 1) Creating Jira issues.
A list of parameters when creating a Jira issue expanded.
- 2) Jira issue filtering.
A new custom Jira issue filter added.
- 3) Authorization updated.
A new OAuth 2.0. authorization added.
- 4) Several bugs fixed.

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.



Jira integration Bitrix24

Jira integration Bitrix24 would like to
access your Atlassian account:

- View Jira issue data >
- Manage project settings >
- Manage Jira global settings >
- View user profiles >
- Create and manage issues >

Authorize for: *

ermashevskydenic.atlassian.... ▼

Allow Bitrix24 to do this?

By clicking Accept, you agree to Bitrix24's [privacy policy](#) and [terms of use](#).

Jira integration Bitrix24 has 3 installations.

Accept

Cancel

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.

Jira Software >> Bitrix24®

[Manual](#)



Atlassian Domain	https://ermashevskydenic.atlassian.net
User Name	Denis Petchenko
User E-mail	dpetchenko@info-expert.ru
Timezone	Europe/Samara
Locale	en_US

Scopes

- Take Jira administration actions (e.g. create projects and custom fields, view workflows, manage issue link types).
- Create and edit project settings and create new project-level objects (e.g. versions and components).
- Create and edit Issues in Jira, post comments as the user, create worklogs, and delete Issues.
- Read Jira project and Issue data, search for Issues, and objects associated with Issues like attachments and worklogs.
- View user information in Jira that the user has access to, including usernames, email addresses, and avatars.

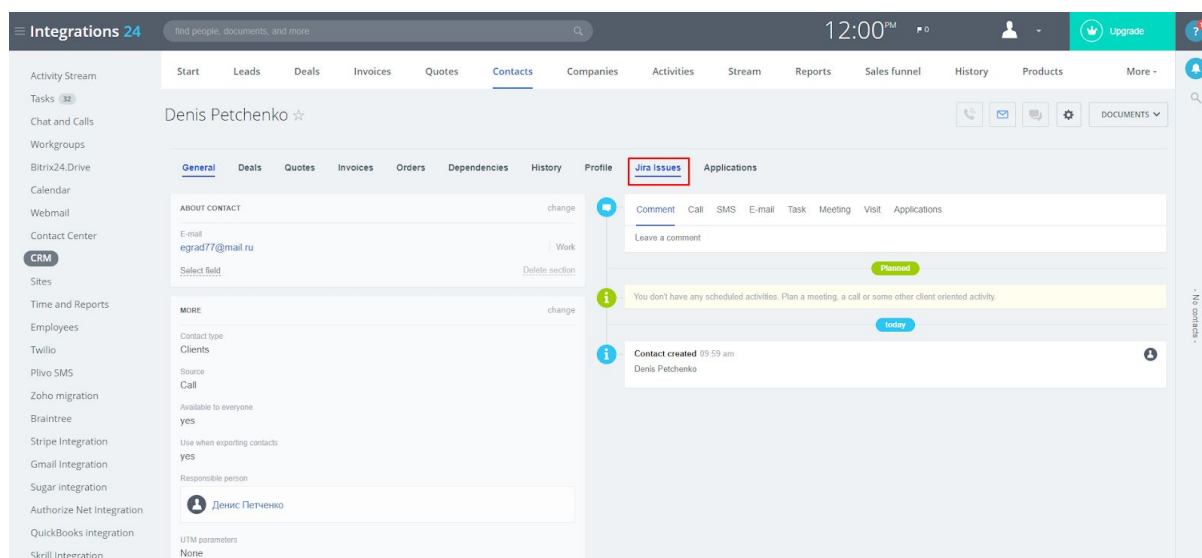
LOG OUT

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.

Pavel Petrov

General Deals Quotes Invoices Orders Dependencies History Profile Jira Issues Applications

Jira Software >> Bitrix24

CREATE ISSUE

Filter and search

PROJECT	SUMMARY	ASSIGNEE	CREATOR	TYPE	PRIORITY	STATUS	CREATED
My First Project	Test Issue #2019-2025	Denic Ermashevsky	Denic Ermashevsky	IT Help	Low	Waiting for support	2019-02-27
My First Project	publish my OAuth 2 Authorization Code Grant (3LO) application #2	Denic Ermashevsky	Denic Ermashevsky	Sub-task	High	Open	2019-02-27
My First Project	Test Issue #2024 Sub-Task	Denic Ermashevsky	Denic Ermashevsky	Service Request with Approvals	Low	Waiting for approval	2019-02-26
My First Project	Test Issue #202222	Denic Ermashevsky	Denic Ermashevsky	IT Help	High	Waiting for support	2019-02-26
My First Project	publish my OAuth 2 Authorization Code Grant (3LO) application	Denic Ermashevsky	Denic Ermashevsky	Service Request	Low	Waiting for support	2019-02-26
My First Project	My Sub Task	Denic Ermashevsky	Denic Ermashevsky	Sub-task	Low	Open	2019-02-25

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.

Pavel Petrov

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Jira Software >> Bitrix24

CREATE ISSUE

Filter and search

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

Project

▼

Summary

Assignee

Not specified

▼

Creator

Not specified

▼

Type

▼

Priority

▼

Status

▼

Created

Any date

▼

[Add field](#)

Restore default fields

SEARCH

RESET

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.

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

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.

Denis Petchenko

DOCUMENTS

General

Deals

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Jira Software

» Bitrix24

Jira Issues

SHOW 5 ENTRIES

SEARCH:

PROJECT	SUMMARY	TYPE	PRIORITY	STATUS	CREATED
My First Project	Have the ability to disable: "You're viewing the desktop version on a mobile device" message	Task	Highest	Backlog	2018/10/29 12:04
My First Project	test	Bug	Medium	Backlog	2018/10/26 14:44
My First Project	Oracle 1Z0-1026 Exam Questions - 100% Success Guaranteed	Task	Highest	Backlog	2018/10/26 14:05
My First Project	Empty notification for likes on inline comments	Task	Highest	Backlog	2018/10/26 10:03
My First Project	Sourcetree version 3.0.8 is completely BROKEN on windows 10	Task	Highest	Backlog	2018/10/25 17:34

SHOWING 1 TO 5 OF 69 ENTRIES

PREVIOUS

1

2

3

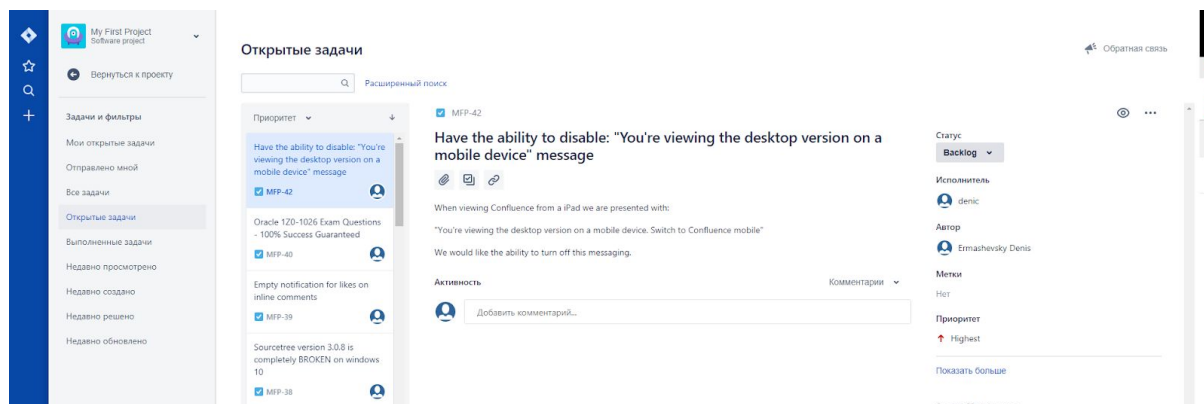
4

5

...

14

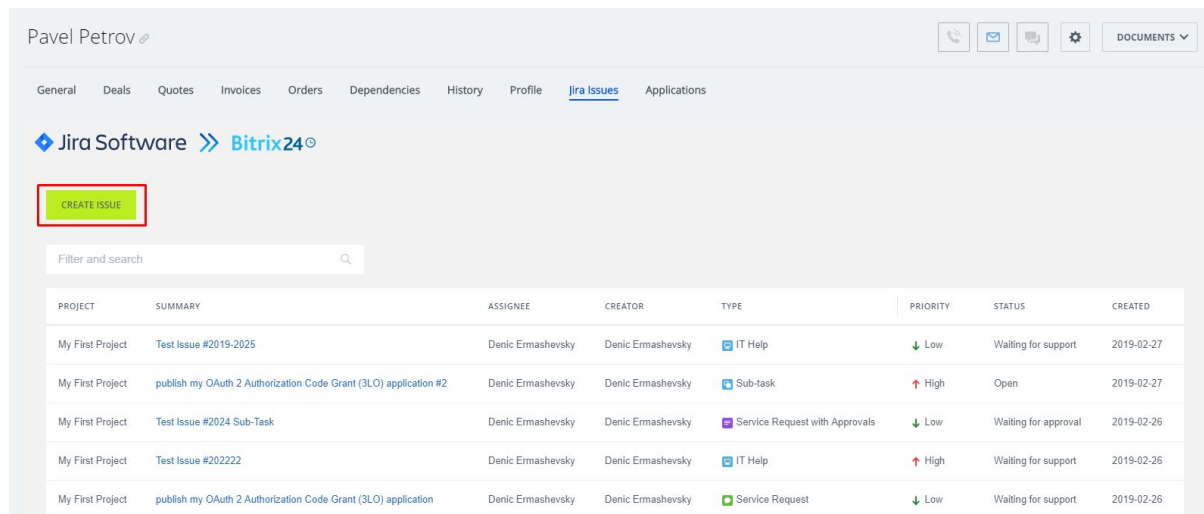
NEXT



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.

Create Issue

Creator: Denic Ermashevsky

Summary

Description

Due Date

Project

+ Select project

Issue Type

+ Select issue type

Parent Issue

+ Select parent issue

Priority

+ Select priority

Assignee

+ Select assignee user

ADD CLOSE

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

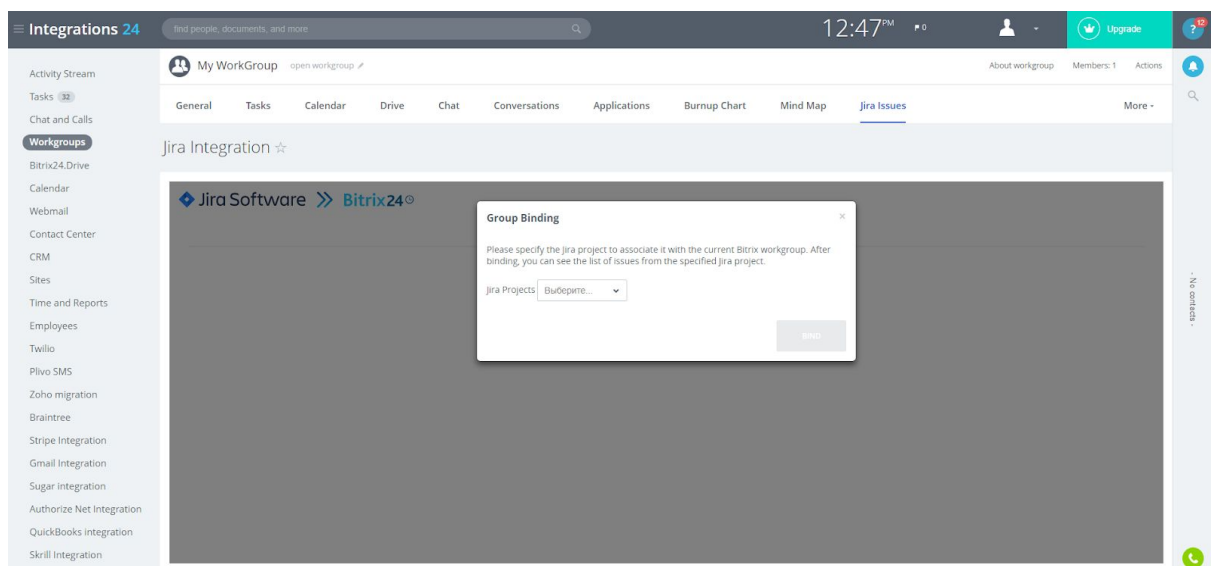
- Creator (the field is not editable)
- Summary
- Description
- Due Date
- Project
- Issue Type
- Parent Issue (in case “Sub-task” is chosen in the “issue type”)
- Priority
- Assignee

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.

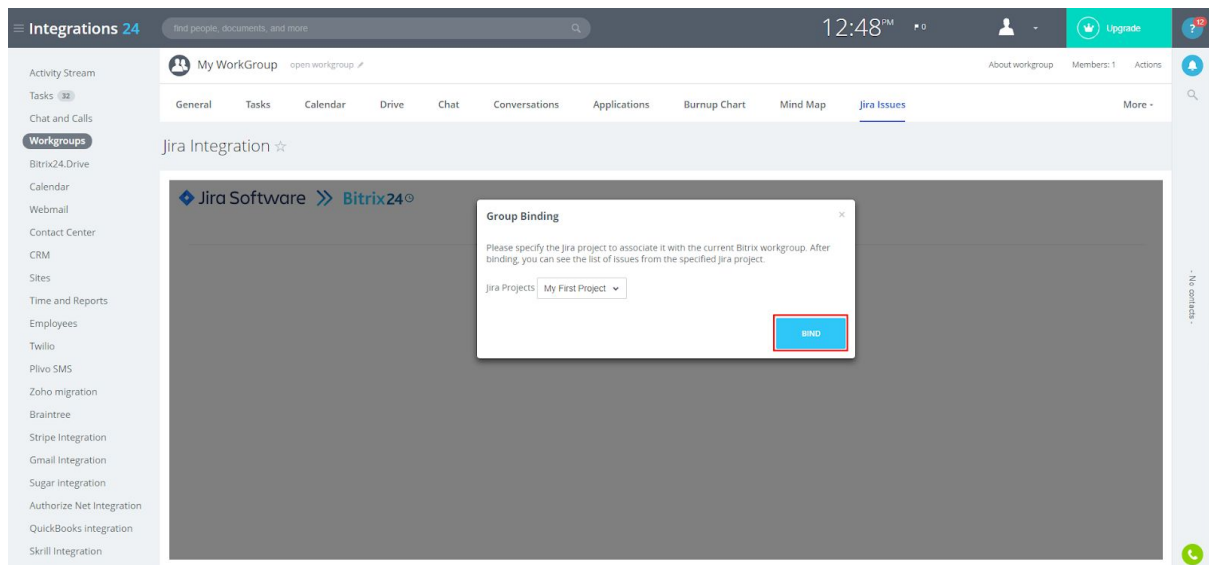
WORKGROUP

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.

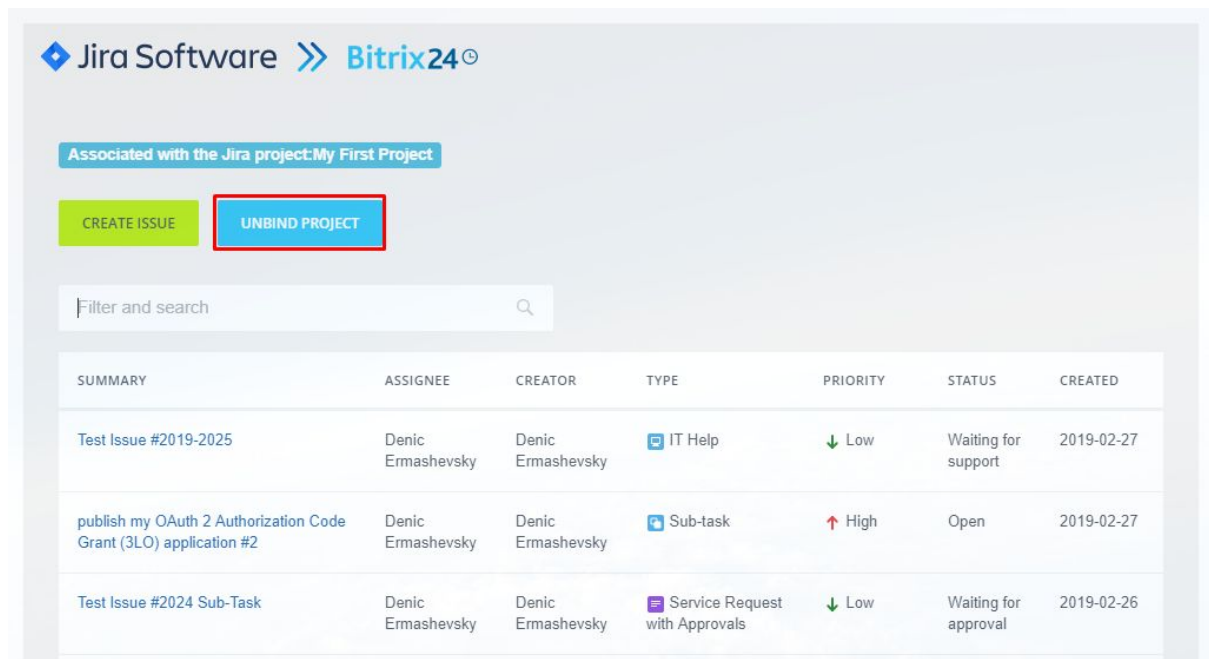


After choosing the Jira project, click on the “Bind” button, and the project will bind to Bitrix24 workgroup.

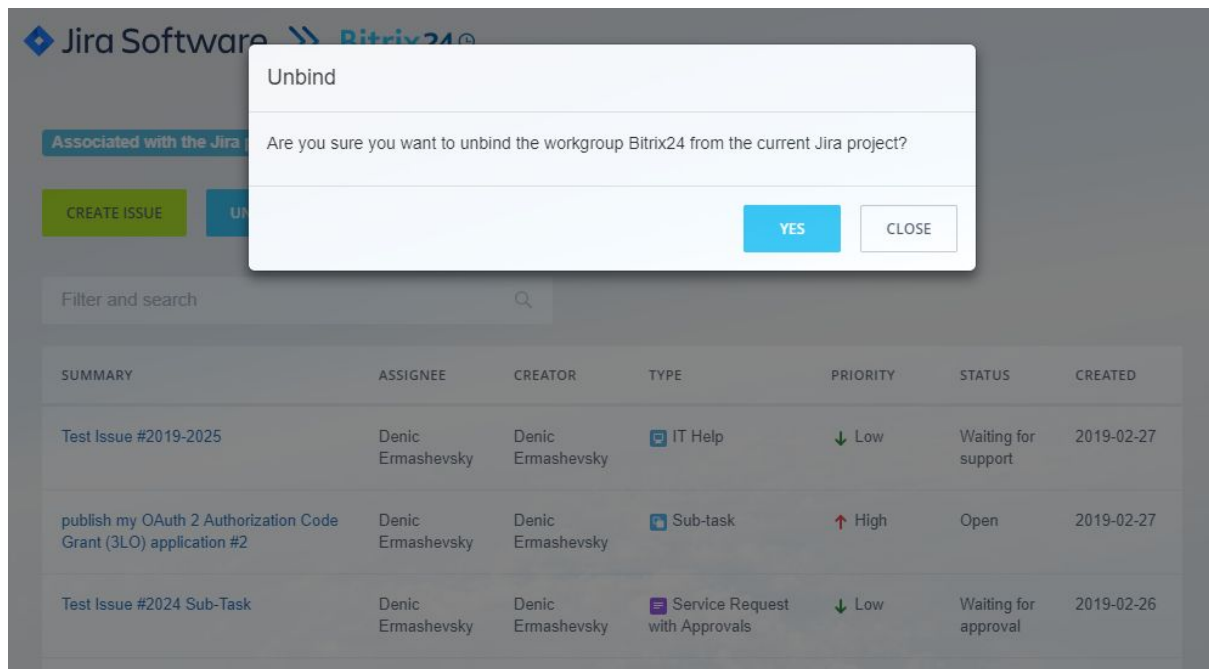


Unbinding Jira project from Bitrix24 workgroup

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.

 Jira Software >> 

Associated with the Jira project: My First Project

[CREATE ISSUE](#) [UNBIND PROJECT](#)

Filter and search 

SUMMARY	ASSIGNEE	CREATOR	TYPE	PRIORITY	STATUS	CREATED
Test Issue #2019-2025	Denic Ermashevsky	Denic Ermashevsky	 IT Help	 Low	Waiting for support	2019-02-27
publish my OAuth 2 Authorization Code Grant (3LO) application #2	Denic Ermashevsky	Denic Ermashevsky	 Sub-task	 High	Open	2019-02-27
Test Issue #2024 Sub-Task	Denic Ermashevsky	Denic Ermashevsky	 Service Request with Approvals	 Low	Waiting for approval	2019-02-26

After that, the Create Issue form will open.

Create Issue

Project: My First Project

Summary

Description

Description

Due Date

Issue Type

+ Select issue type

Parent Issue

+ Select parent issue

Priority

+ Select priority

Assignee

+ Select assignee user

[ADD](#) [CLOSE](#)

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

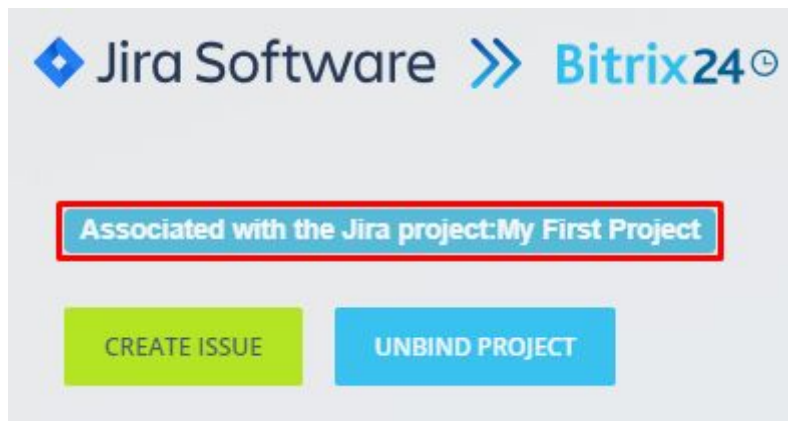
You can create an issue when you click on the “Add” button. The information about the created issue is displayed in the Activity History of the workgroup.

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:

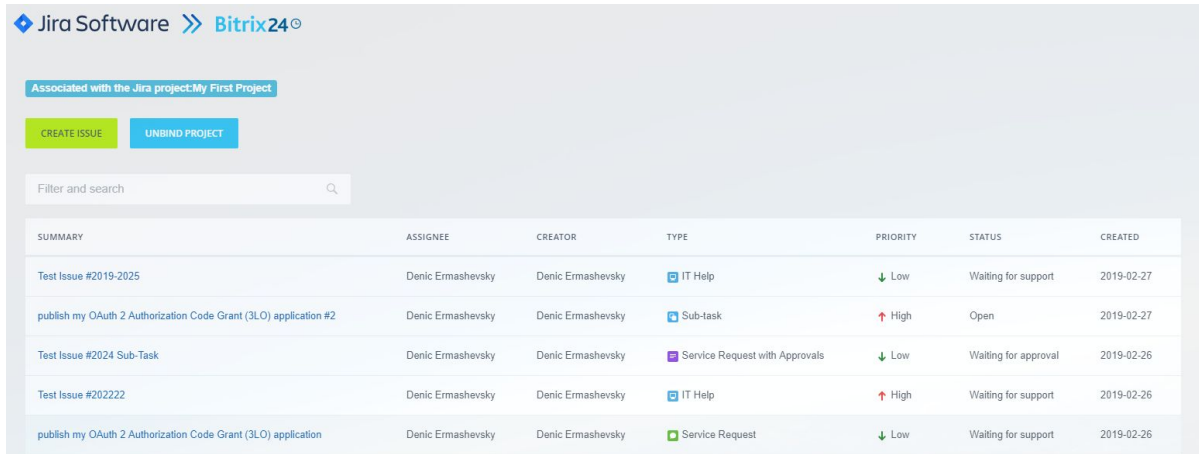
- 1) the name of your project in Jira is indicated in Bitrix24 workgroup.



- 2) Bitrix24 workgroup table includes the following fields:

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

- Created



SUMMARY	ASSIGNEE	CREATOR	TYPE	PRIORITY	STATUS	CREATED
Test Issue #2019-2025	Denic Ermashevsky	Denic Ermashevsky	IT Help	Low	Waiting for support	2019-02-27
publish my OAuth 2 Authorization Code Grant (3LO) application #2	Denic Ermashevsky	Denic Ermashevsky	Sub-task	High	Open	2019-02-27
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Test Issue #202222	Denic Ermashevsky	Denic Ermashevsky	IT Help	High	Waiting for support	2019-02-26
publish my OAuth 2 Authorization Code Grant (3LO) application	Denic Ermashevsky	Denic Ermashevsky	Service Request	Low	Waiting for support	2019-02-26

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.