

Jira and Microsoft Teams Integration

Microsoft teams -

Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration. The service integrates with the company's [Office 365](#) subscription office productivity suite and features extensions that can integrate with non-Microsoft products.

Advantages of Integrating Jira with Teams-

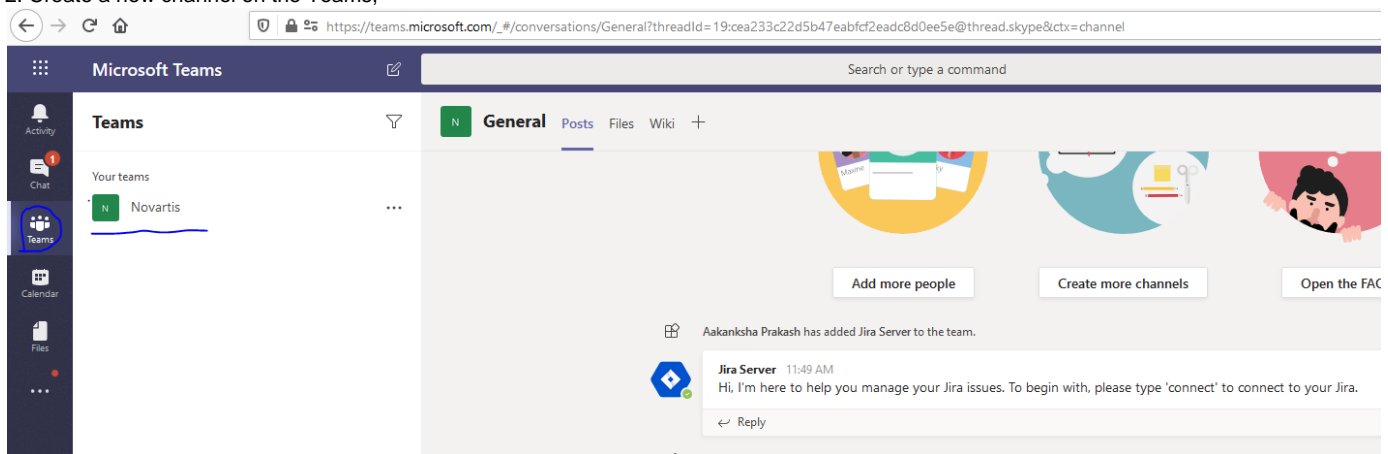
An advantage for a lot of people is that they don't have to log into the Jira board all the time but can get the notifications pushed to you, see a dashboard as a tab in a channel and from your personal space filter on all tasks, i.e. the tasks that are assigned to you.

Steps of integration,

1. Login to the Teams using the URL,

<https://teams.microsoft.com/>

2. Create a new channel on the Teams,



3. In Microsoft Teams, Go to apps, select Incoming Webhook and setup the connector for the specific project,

Connectors for "General" channel in "Novartis" team



Incoming Webhook

[Send feedback](#)

The Incoming Webhook connector enables external services to notify you about activities that you want to track. To use this connector, you'll need to create certain settings on the other service, which needs to support a webhook that's compatible with the [Office 365 connector format](#).

Fields marked with * are mandatory

To set up an Incoming Webhook, provide a name and select Create. *

Customize the image to associate with the data from this Incoming Webhook.

[Upload Image](#)



Create

Cancel

[← Reply](#)

A webhook URL will be generated copy it in a clipboard,

Connectors for "General" channel in "Novartis" team

JIRA

Customize the image to associate with the data from this Incoming Webhook.

Upload Image



Copy the URL below to save it to the clipboard, then select Save. You'll need this URL when you go to the service that you want to send data to your group.

[https://outlook.office.com/webhook/ae7c3c1e-4b4d-4b4d-4b4d-4b4d-4b4d-4b4d-4b4d](https://outlook.office.com/webhook/ae7c3c1e-4b4d-4b4d-4b4d-4b4d-4b4d-4b4d-4b4d-4b4d)



Done

Remove

Note: If you're a software developer and want to learn more about sending data to Office 365 using Incoming Webhook, see [Get started with Office 365 Connector Cards](#).

In Jira, install the add ons, **Microsoft Teams for jira** and **Microsoft Teams Jira Connector**

Go to managed apps, install the trial version for Microsoft Teams Jira Connector app.

In the Administration systems Microsoft Teams Jira Connector

Configure the connector by pasting the above copied webhook URL.

⚙️ Jira Software

Dashboards ▾

Projects ▾

Issues ▾

Portfolio ▾

Git ▾

Commits ▾

Create

Search

⌕

⌕

⌕

Administration

Search Jira admin

Back to project: JiraversionD

ApplicationsProjectsIssuesManage appsUser managementLatest upgrade reportSystem

General configuration

Find more admin tools

SYSTEM SUPPORT

System info

Instrumentation

JMX Monitoring

Database monitoring

Integrity checker

Logging and profiling

Scheduler details

Troubleshooting and support tools

Audit Log

SECURITY

Project roles

Global permissions

Password Policy

User sessions

Remember my login

Whitelist

Issue collectors

Microsoft Teams Connector configuration

How do I setup connection with Microsoft Teams?

In order to setup a notification to a particular channel you need to follow this simple [documentation](#)

If you have any questions, suggestions or issues we are always here to help you, so please create a Move Work Forward Jira Service Desk support issue for us with your problem or suggestion [here](#), so we can timely address it (please provide as much details as possible).

All Projects X

Microsoft Teams Webhook url...

Add

Help

Project	Name	Web hook	Actions
All Projects		https://outlook.office.com/webhook/ae7c3608-5ff7-4bc6-9640-573d6393f48d@e9cb3c80-4156-4c39-a7fe-68fe427a3d46/IncomingWebhook/76cd257d733e409e9ec7be170ae50ad1/50f51ace-7f6a-4bd3-9a12-58ca36db9a06	<div>Done or Delete</div>

Name of this configuration

Please enter the name of the filter here

Project filters

Select project(s).Not include the following projects.

All Projects X

Please select project(s)

Configure the webhooks on Jira,

General configuration

Find more admin tools

SYSTEM SUPPORT

System info

Instrumentation

JMX Monitoring

Database monitoring

Integrity checker

Logging and profiling

Scheduler details

Troubleshooting and support tools

Audit Log

SECURITY

Project roles

WebHooks

Create a WebHook ⓘ

New WebHook Listener

General Hook

JIRA

New WebHook Listener

pipeline webhook

WebHook 'New WebHook Listener' has been successfully created.

New WebHook Listener

ENABLED last updated 14/Dec/19 8:12 PM by admin@company.com

URL <https://outlook.office.com/webhook/ae7c3608-5ff7-4bc6-9640-573d6393f48d@e9cb3c80-4156-4c39-a7fe-68fe427a3d46/IncomingWebhook/76cd257d733e409e9ec7be170ae50ad1/50f51ace-7f6a-4bd3-9a12-58ca36db9a06>

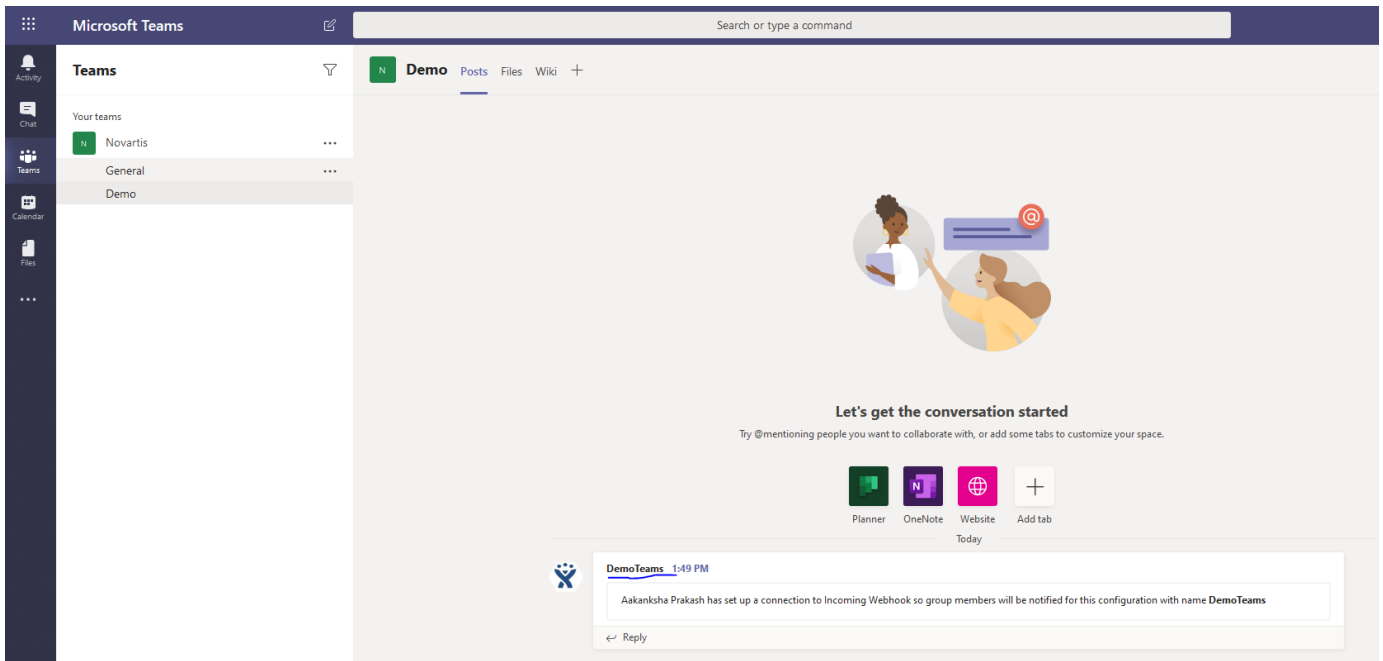
Events No events selected

Exclude body No

Transitions No linked transitions.

Edit Delete

We will get notification on the teams about the configuration,



Configure the app, Microsoft Teams for Jira,


Microsoft Teams for Jira Server

The ultimate Microsoft Teams integration for Jira Server. Microsoft Teams Integration is required to use Jira Server app for Microsoft Teams.

Configure

Uninstall

Disable



Screenshots (4)

Version: 2019.12.1

Vendor: Microsoft Teams

Support: Supported by vendor

App key: microsoft-teams

[Marketplace listing](#)

[Documentation](#)

[EULA](#)

[Data security and privacy](#)

[Support and issues](#)

6 of 6 modules enabled

This tutorial will guide you through Microsoft Teams app installation procedure

- Navigate to "Administration" -> "Applications" menu in the upper right corner
- Select "Application links" option under "Integrations" menu
- Type in "https://jira-server.msteams-atlassian.com" in the link form and press the "Create new link" button
- You might receive a warning that "No response was received from the URL you entered". Ignore it and click "Continue"
- On the first screen of the Link applications dialog, enter "Microsoft Teams" to Application Name field and check the "Create incoming link" checkbox. Click "Continue"

Link applications

You are creating a link from:

Application URL: http://jira.acme.com

Name: Jira Server Integration

Application: Jira

To this application:

Application URL: https://jira-server.msteams-atlassian.com

Application Name*

Application Type* Generic Application

Follow the steps in the above page.

Copy the Jira ID at the end of the above page for authentication on Microsoft teams.

Application Link 'Microsoft Teams' created successfully.

Enter the URL of the application you want to link Create new link

Application	Version	Status	Actions
Microsoft Teams PRIMARY	Generic Application	NON-ATLASSIAN	

- Congratulations! You have successfully configured Microsoft Teams integration on Jira side.
- For connecting with your Jira instance, please provide this Jira ID during authentication process in Microsoft Teams: ~~https://jira-server.msteams-atlassian.com~~

After configuring the above, the application link will be created.

Administration 🔍 Search Jira admin Back to project: JiraversionDemo

Applications Projects Issues Manage apps User management Latest upgrade report System

Versions & licenses

Plan your upgrade

Application access

JENKINS INTEGRATION

Configuration

Automation

INTEGRATIONS

Application links

DVCS accounts

Hipchat

Bamboo configuration

FishEye

Perforce

Configure Application Links

Enter the URL of the application you want to link Create new link

Application	Version	Status	Actions
Bitbucket PRIMARY	Bitbucket Server	NETWORK ERROR	
sonar	Generic Application	NON-ATLASSIAN	
jenkins	Generic Application	NON-ATLASSIAN	
gitlab PRIMARY	Generic Application	NON-ATLASSIAN	
AWS CodeStar-java-codestar-e	Generic Application	NON-ATLASSIAN	
Microsoft Teams	Generic Application	NON-ATLASSIAN	

On Microsoft Teams,

To create a new Tab,

Go to the channel and click on + to add a new tab and select Jira Server,

The screenshot shows the Microsoft Teams interface. On the left is a dark sidebar with navigation icons for Activity, Chat, Teams, Calendar, and Files. The main area is divided into two panes. The left pane, titled 'Teams', shows a list of teams: 'Novartis' (with a green 'N' icon) and 'Demo' (highlighted). The right pane shows the 'Demo' team's content. At the top, there's a header with 'N Demo' and tabs for 'Posts', 'Jira Server', and '2 more'. Below this, the 'Jira Software' logo is displayed, followed by 'JiraversionDemo' and 'In Progress'. A 'Create issue' button is visible. Below the header is a table with columns: 'T', 'Key', 'Summary', 'A...', 'R...', 'P', 'Status', 'Created', and 'Updated'. A single row is shown with the key 'JIR-1', summary 'jenkins ...', and status 'IN PROGRESS'.

Enter the Jira ID copied and connect,

The screenshot shows a dialog box titled 'Jira Server' with an 'About' link and a close button. The text inside says: 'Please enter Jira ID to connect to your Jira Server instance. Jira ID is a unique identifier generated by Jira Server for Microsoft Teams app installed for Jira. It can be found in app settings after installation on Jira Server and should be provided to users by Jira admin. [Learn more.](#)' Below this, the 'Jira ID' is displayed in a light gray box as '5f1ab9a5-22eb-4840-b43a-b3a55a5d6fbe'. At the bottom is a blue 'Connect' button.

Create your filter,



✓ Welcome, admin@company.com

Sign out

Select the kind of tab you want to set up:

☐ Choose one of your saved filters

☒ Create a custom filter

JiraversionDemo



Filter by status

☐ To Do

☒ In Progress

☐ Done

> Filter by type

> Filter by priority

☒ Post to the channel about this tab

Back

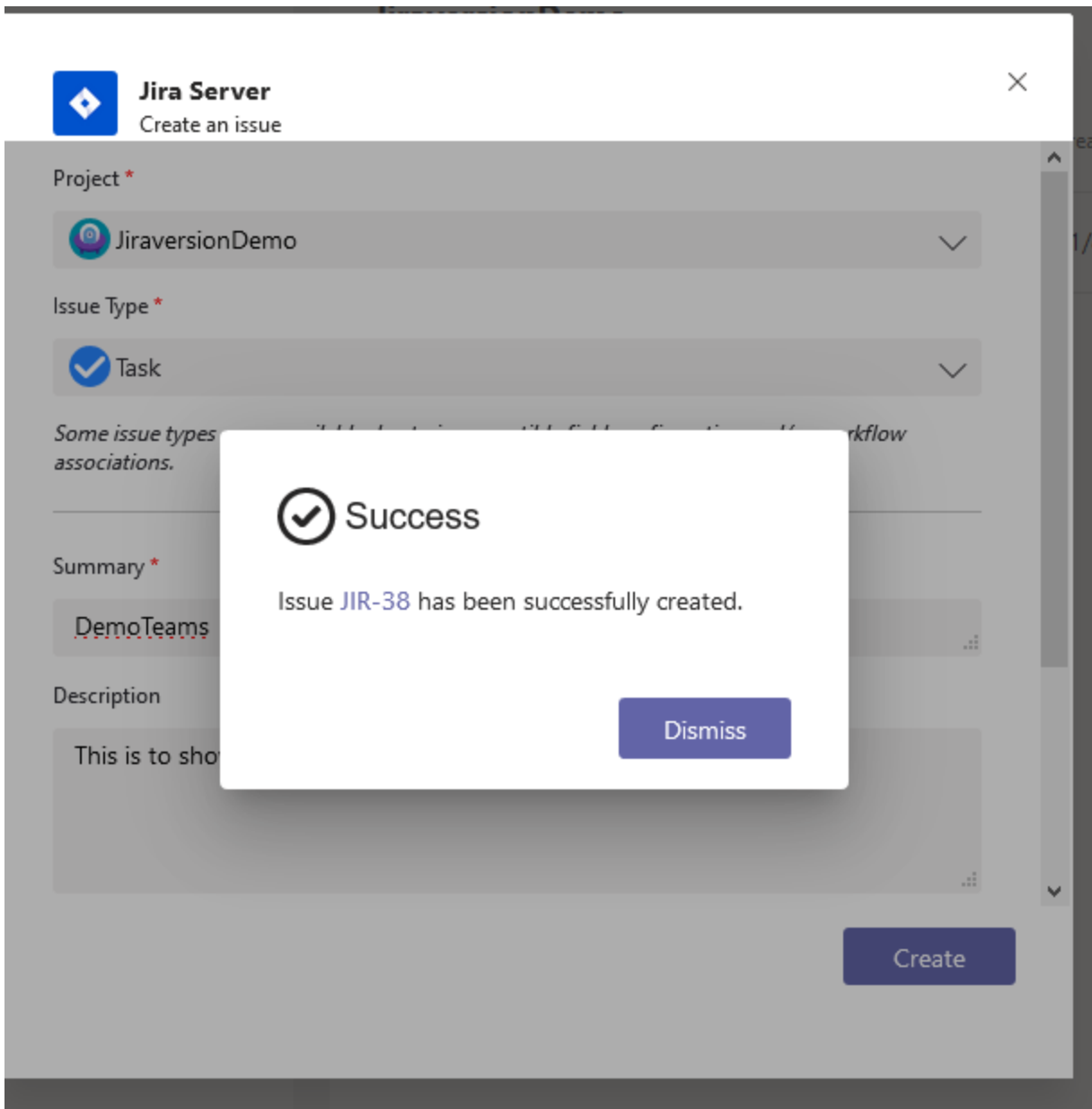
Save

A new tab for Jira server will be created.

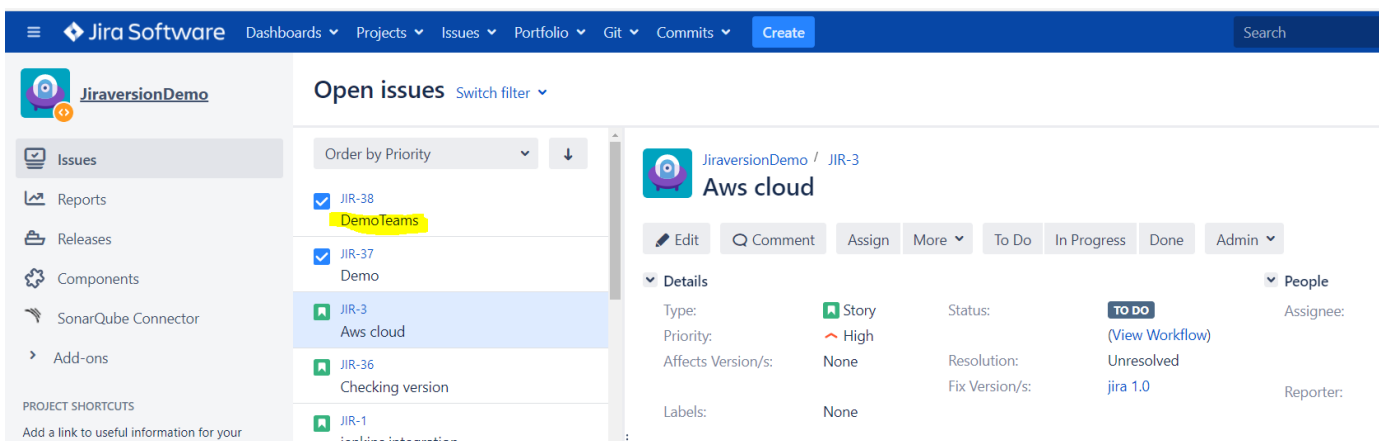
[illegible]

To Create an Issue for Teams,

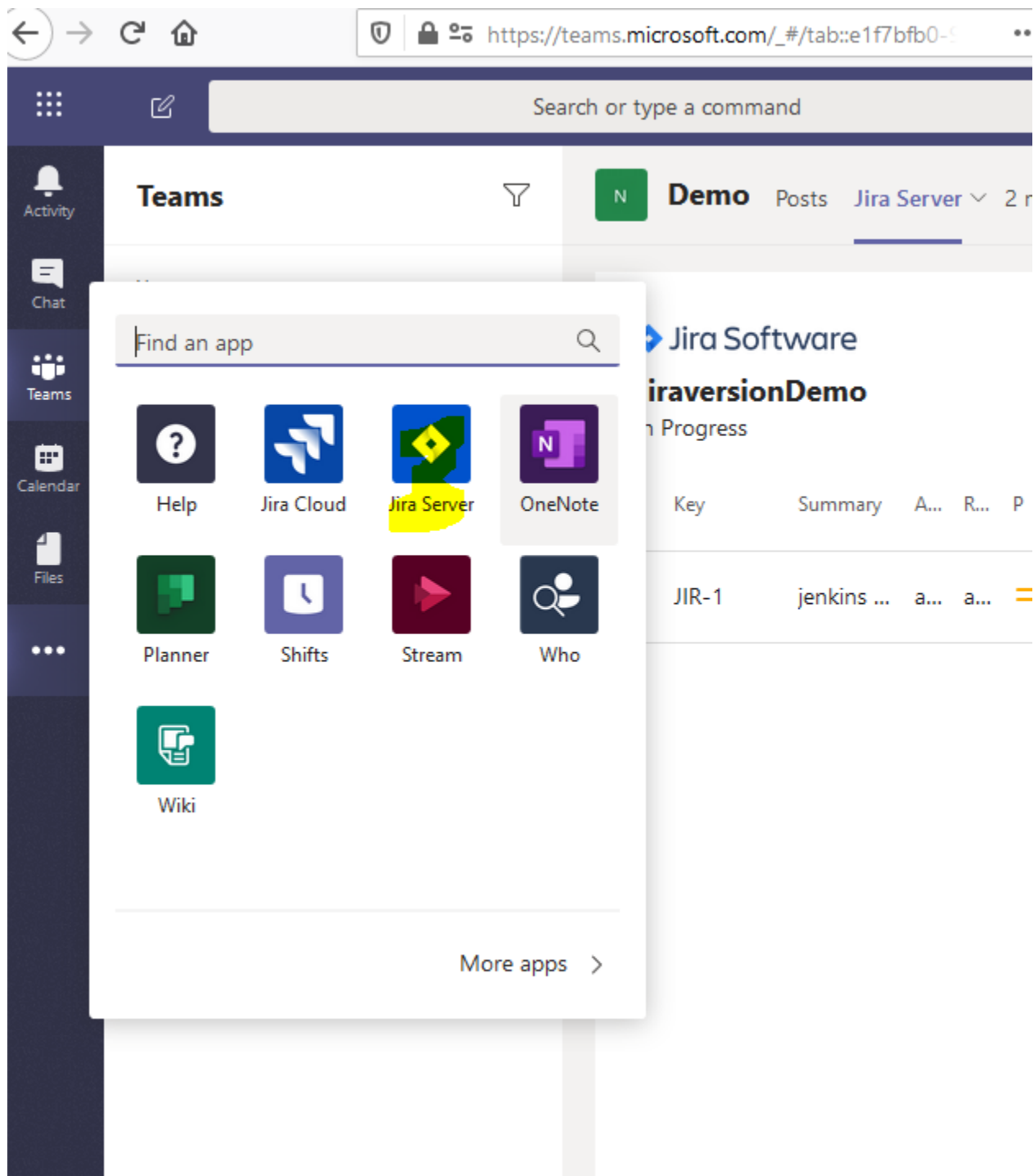
Go to the Create Issue tab and fill in the details,



The same will be reflected on the Jira,



Go to the apps and select the Jira server app,



Jenkins server application will open up and you can see the below tabs,

Activity

Chat

Teams

Calendar

Files

...

Search or type a command

AP

Jira Server

Chat

Assigned to me

Reported by me

My filters

About

AP

Jira Software

Welcome, admin@company.com! [Sign out](#)

All issues

Create issue

T	Key	Summary	Assignee	Reporter	P	Status	Created	Updated
	JIR-3	Aws cloud	admin@c...	admin@c...		TO DO	11/8/19	12/16/19
	NDT-33	Defect- N8 wrong	admin@c...	admin@c...		DONE	11/28/19	11/28/19
	NDT-30	py-app issue #3	admin@c...	admin@c...		IN PROGRESS	11/26/19	11/26/19
	NDT-29	Calc Issue #1	admin@c...	admin@c...		DONE	11/25/19	11/25/19
	NDT-28	Correct the spelling	admin@c...	admin@c...		DONE	11/25/19	11/25/19
	JIR-1	jenkins integration	admin@c...	admin@c...		IN PROGRESS	11/8/19	11/25/19
	NEW-14	Scala Defect 12300	admin@c...	admin@c...		DONE	11/19/19	11/19/19
	NEW-12	E2E R	admin@c...	admin@c...		DONE	11/18/19	11/18/19
	NEW-7	e-e setup	admin@c...	admin@c...		DONE	11/14/19	11/18/19

In the chat tab, type the Instance ID to get connected with your Jira Instance and type help, to see all the commands that can be used.

2:55 PM
help



Jira Server 2:55 PM

Here's a list of the commands I can process:

type an issue key (e.g. **MP-47**) to view issue card with actions

connect Jira ID - connect a Jira Server instance to your Microsoft Teams account

create - create a new issue

find - provide a summary keyword (e.g. **find "as a user I want"**) to find the issue

assign - assign the issue to yourself (e.g. **assign MP-47**)

edit - open the issue card to change priority, summary, and description of the issue

log - log time spent on the issue

watch - start watching the issue (e.g. **watch MP-47**)

unwatch - stop watching the issue (e.g. **unwatch MP-47**)

vote - vote on the issue

unvote - unvote on the issue

comment - comment the issue

disconnect - disconnect Jira Server instance you've connected from Microsoft Teams

cancel - cancel current dialog

What can I do?

Type your questions here



To view the issue in Jira,

Search or type a command

Teams

Activity
Chat
Teams
Calendar
Files
Apps

Your teams

- Novartis
- General**
- Demo

Demo Posts Files Wiki 1 more +

Org

View this issue in JIRA

Reply

Aakanksha Prakash 2:13 PM
Added a new tab at the top of this channel. Here's a link.

Jira Server

Reply

Last read

DemoTeams 2:38 PM

Task JIR-38 [DemoTeams] was created by admin@company.com

DemoTeams

Details

Priority	Highest
Status	To Do
Project	JiraversionDemo
Type	Task
Issue created by	admin@company.com
Created at	2019-12-16 09:08:51.43

View this issue in JIRA

Reply

To create connectors,
Go to the channel created and select connectors.

Activity

Chat

Teams

Calendar

Files

Teams

N

Demo

Posts

Jira Server

2 more

+

Your teams

N

Novartis

General

Demo

Jira Software

Welcome, admin@company.com! Sign out

JiraversionDemo

In Progress

Create issue

Summary	A...	R...	P	Status	Created	Updated
enkins ...	a...	a...	=	IN PROGRESS	11/8/19	11/25/19

Channel notifications

Pin

Hide

Manage channel

Get email address

Get link to channel

Edit this channel

Connectors

Delete this channel

Connectors for "General" channel in "Novartis" team



Keep your group current with content and updates from other services.



All

Sort by: Popularity ▾

MANAGE

Configured

My Accounts

CATEGORY

All

Analytics

CRM

Customer Support

Developer Tools

HR

Marketing

News & Social

Project Management

Others

Connectors for your team



Incoming Webhook

Send data from a service to your Office 365 group in real time.

Configure



Jira Cloud

Gather, organize, and assign issues detected in your software.

Configure



Forms

Easily create surveys, quizzes, and polls.

Configure



Jira Server

Plan, track, release software. Manage support, customer service and projects.

Configure

All connectors



Azure DevOps

Collaborate on and manage software projects online.

Add



RSS

Get RSS feeds for your group.

Add



Twitter

Add

Jira Server



Jira Server is an issue management tool designed to help you plan, track, and release world-class software.
[Learn more](#)

The Jira Server connector sends notifications about activity related to your team. To use this connector, you'll need to create certain settings on the Jira website by following a few easy steps.

You're setting up a connector for channel: Novartis

Webhook URL

Copy the following URL to save it to the Clipboard. You'll need this URL when you go to the Jira settings.

`https://connectors.msteams-atlassian.`



Notifications will be sent about the following events in Jira:

- Issue created
- Issue updated

Instructions

[Show details](#) ▼

Cancel

Save

Copy the webhook URL and go to Jira Administrationsystemwebhook and create a new webhook with the copied URL.

⌵

Jira Software

Dashboards ▾

Projects ▾

Issues ▾

Portfolio ▾

Git ▾

Commits ▾

Create

Search

⌵

⌵

⌵

⌵

⌵

Administration

Search Jira admin

Back to project: JiraversionDemo

Applications

Projects

Issues

Manage apps

User management

Latest upgrade report

System

General configuration

Find more admin tools

SYSTEM SUPPORT

System info

Instrumentation

JMX Monitoring

Database monitoring

Integrity checker

Logging and profiling

Scheduler details

Troubleshooting and support tools

Audit Log

SECURITY

Project roles

Global permissions

Password Policy

User sessions

Remember my login

Whitelist

WebHooks

+ Create a WebHook

?

Demo

General Hook

JIRA

New WebHook Listener

New WebHook Listener

pipeline webhook

Teams

TeamsDemo

Demo

ENABLED last updated 16/Dec/19 3:38 PM by admin@company.com

URL

34624270b5509509e98b6c4e4e45c10ed3-034b-4376-8069-43750b16027c0d568d71644d3e

Events

Issue related events

JQL: All issues

Issue: created, updated

Exclude body

No

Transitions

No linked transitions.

Edit

Delete

I have created the connector for Issues created and updated, so when any issue is created or updated on the Jira, it will be reflected on the Teams channel for which the connector is created.

Teams

Your teams

- N Novartis
- General
- Demo



Demo

Posts

Files

Wiki

1 more



Org



Jira Server 3:42 PM



JIR-39: MyTeamsDemo

Task created in JIR by admin@company.com

Priority: Medium
Issue Type: Task
Assigned to: Unassigned
Reporter: admin@company.co
m
Status: To Do

Reply



DemoTeams 3:42 PM

Task JIR-39 [MyTeamsDemo] was created by
admin@company.com

[MyTeamsDemo](#)

Details

Priority Medium
Status To Do
Project JiraversionDemo
Type Task
Issue created by admin@company.co
m
Created at 2019-12-16 10:12:2
3.573

[View this issue in JIRA](#)

Reply