Working with JIRA Issues

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Introduction

This page goes into detail about the features of the Salesforce & JIRA Service Desk Connector.

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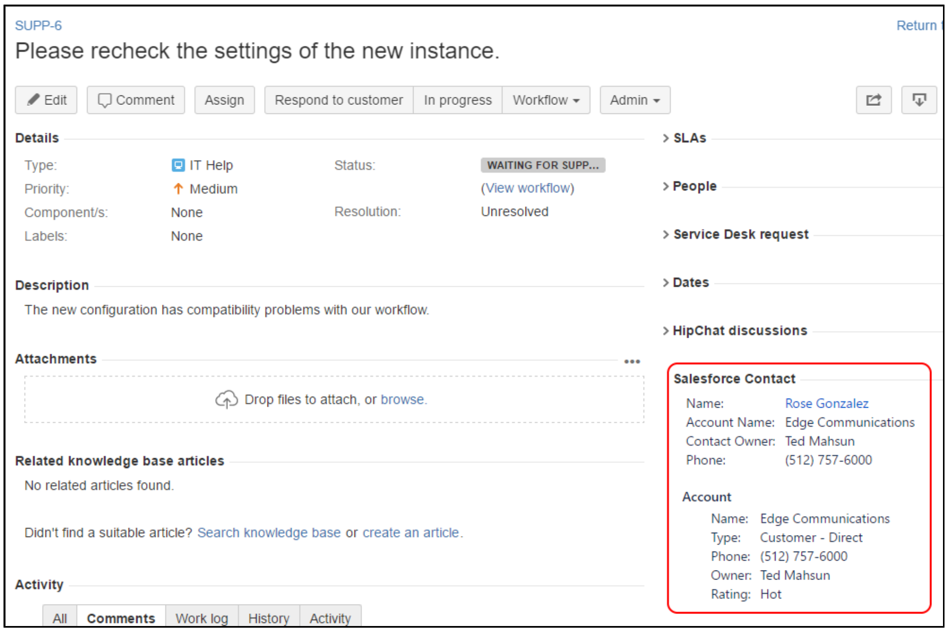
When an agent opens the JIRA Issue in Service Desk, they will see the customer's full contact details (as provided by Salesforce) in the right sidebar:



The email match is made automatically and on the fly between the JIRA Reporter field and Salesforce Contact.

The Salesforce Contact panel will only be visible in JIRA projects that are of "Service Desk" type.