

# Working with JIRA Issues

## Introduction

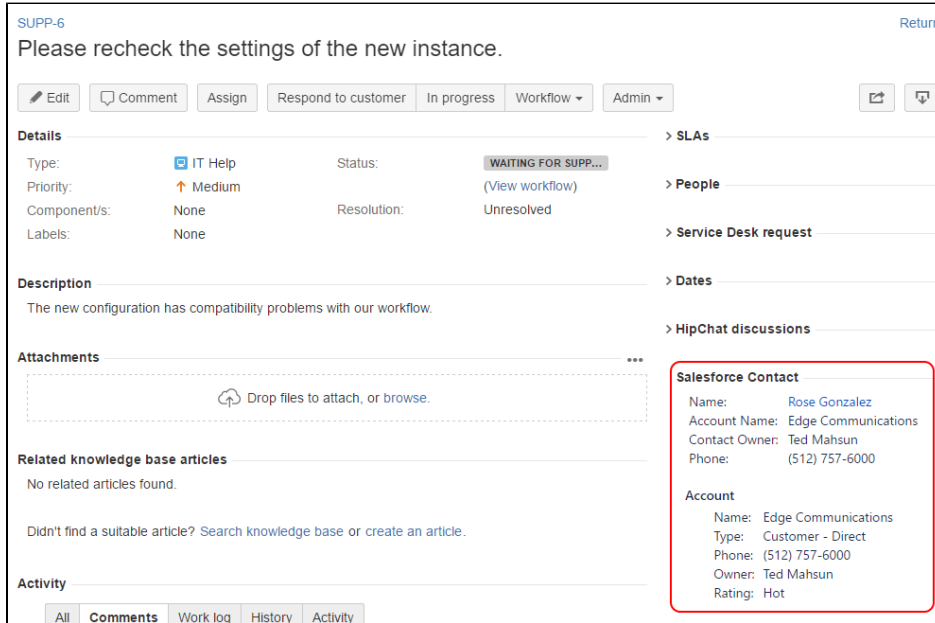
This page goes into detail about the features of the Salesforce & JIRA Service Desk Connector.

## Contents

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:

### Page Contents

- Introduction
- Contents



The screenshot shows a JIRA issue page for 'SUPP-6' with the title 'Please recheck the settings of the new instance.' The page includes a navigation bar with buttons for 'Edit', 'Comment', 'Assign', 'Respond to customer', 'In progress', 'Workflow', and 'Admin'. The main content area is divided into sections: 'Details', 'Description', 'Attachments', 'Related knowledge base articles', and 'Activity'. The 'Details' section shows the issue type as 'IT Help', priority as 'Medium', and status as 'WAITING FOR SUPP...'. The 'Description' section contains the text: 'The new configuration has compatibility problems with our workflow.' The 'Attachments' section has a placeholder for dropping files. The 'Related knowledge base articles' section shows 'No related articles found.' The 'Activity' section has tabs for 'All', 'Comments', 'Work log', 'History', and 'Activity'. On the right side, there is a 'Salesforce Contact' sidebar with the following information: Name: Rose Gonzalez, Account Name: Edge Communications, Contact Owner: Ted Mahsun, Phone: (512) 757-6000. Below this, the 'Account' information is shown: Name: Edge Communications, Type: Customer - Direct, Phone: (512) 757-6000, Owner: Ted Mahsun, Rating: Hot.

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.