

Salesforce & JIRA Server Connector

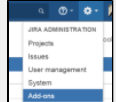
Connect JIRA and Salesforce. Connect Your Team.

This connector provides you with the ability to do the following tasks:

- Create issues in JIRA from Salesforce
- Map multiple Salesforce cases to a single JIRA issue
- Synchronize updates and comments in Salesforce and JIRA
- Generate integrated reports across JIRA from Salesforce.com data for product planning
- Compatible with all Salesforce objects including custom objects

Learn how to:


**Install
the
Connec
tor
/License**

A screenshot of the JIRA Administration menu. The menu items are: Projects, Issues, User management, System, and Admins. The 'Admins' item is highlighted.

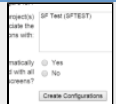
**Add an
Applica
tion
Link**


A screenshot of the 'Configure Application' dialog box. It has a text input field for 'Application' with the placeholder 'Enter the URL of'. Below it is a table with columns 'Name' and 'Disp'. There is one row with 'SF AppLink' and 'http'.


**Add a
New
Connec
tion**


A screenshot of the 'New Cloud/System Connection' dialog box. It has a text input field for 'Name' with the placeholder 'in the name of a system and select'. Below it is a dropdown menu for 'External System Type' with 'Salesforce' selected. There is an 'Add' button at the bottom right.

**Use
the
Config
Wizard**


A screenshot of the 'Config Wizard' dialog box. It has a text input field for 'Project(s)' with the placeholder '(SF Team (SPTRE))' and the instruction 'Add the orgs with:'. Below it are radio buttons for 'Indicately' with 'Yes' selected and 'No' unselected. There is a 'Check Configurations' button at the bottom.

 **Quick
Start Guide**

 **Versions
/Release
Notes**

 **Evaluate
or Purchase**

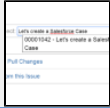
 **Download
Connector**

 **Get
Support**

Want help getting the Connector setup and configured in your environment? Let our team do the work.

**Check
Out
Our
Imple
ment
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Servi
ces!**

Link an Issue with a Case



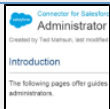
Create a Case from an Issue



Do more with the User Guide!



Do more with the Admin Guide!



Documentation Map

Quick Links

For the User:

- What are the JIRA functions?
- What are the Salesforce functions?

For the Administrator:

- Do you have a quick start guide?
- How do I install this Connector?
- What versions of Salesforce are compatible with this Connector?
- What are the linking/syncing options?
- How do I migrate from previous versions?
- How do I configure JIRA?
- How do I configure Salesforce?
- Having issues? Consult our Knowledge Base

Knowledge Base

Check out our KB for questions to answers regarding:

- Compatibility /Features
- Configuration
- Connection
- Errors and Error Messages
- General
- Linking
- Mapping
- Migration
- Security
- Synchronization

SALESFORCE & JIRA SERVER CONNECTOR

User

Administrator

Functionality

Create Salesforce Objects from JIRA

Link a JIRA Issue to a Salesforce Object

Pull Changes from Salesforce

Push Changes to Salesforce

Push Comment from JIRA to Salesforce

Make Sophisticated Queries with JQL

Pull Attachments from Salesforce to JIRA

Link Salesforce Records with Remote Object Link Custom Fields

Add a Remote Issue Link

Add a Remote Object Link

Add a Remote System Reference

Salesforce.com Functionality

Create JIRA Issues from Salesforce

Associate a Salesforce Object with JIRA Issues

Synchronize Salesforce Data with JIRA

View Related JIRA Issues

Install the Connector

Introduction to Features

Remote System Reference

Remote Object Links

Remote Issue Links

Migrate from Previous Versions

Configuring JIRA

Configuring Salesforce

Use the Configuration Wizard

Configure a Connection

Configure Mappings

Configure Mapping Schemes

Configure Remote Issue Links

Automate Workflow to Create New Salesforce Objects

Display Configuration

URLs Required

Configure Related JIRA Issues View

Configure JIRA Issue Creation Button

Configure JIRA Issue Synchronization Button

Configure Link to a JIRA Issue Button

Writing Apex Class to Call for Connector REST APIs