

Working with Jira issues

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 screenshot shows a Jira issue page for 'SUPP-6'. The main content area contains the following information:

- Title:** Please recheck the settings of the new instance.
- Buttons:** Edit, Comment, Assign, Respond to customer, In progress, Workflow, Admin.
- Details:**
 - Type: IT Help
 - Priority: Medium
 - Component/s: None
 - Labels: None
 - Status: WAITING FOR SUPP...
 - Resolution: Unresolved
- Description:** The new configuration has compatibility problems with our workflow.
- Attachments:** Drop files to attach, or browse.
- Related knowledge base articles:** No related articles found.
- Activity:** All, Comments, Work log, History, Activity.

The right sidebar contains the following sections:

- SLAs
- People
- Service Desk request
- Dates
- HipChat discussions
- Salesforce Contact** (highlighted with a red box):
 - Name: Rose Gonzalez
 - Account Name: Edge Communications
 - Contact Owner: Ted Mahsun
 - Phone: (512) 757-6000
- Account**:
 - 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.