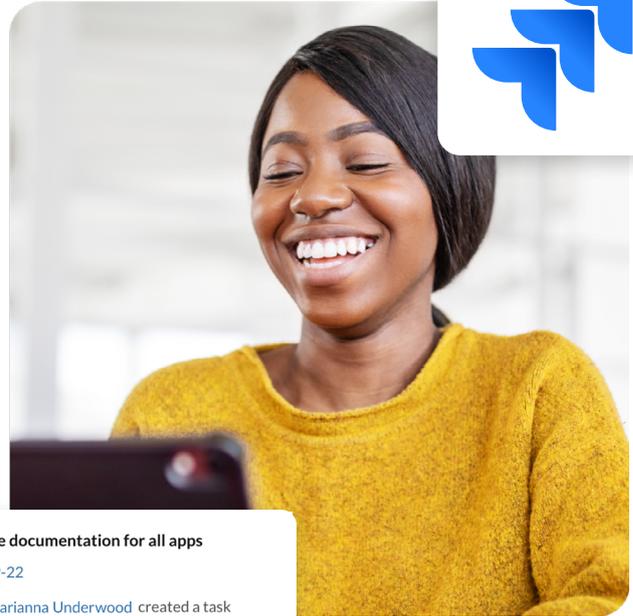




# RingCentral Jira Cloud Add-in

The interactive Jira Add-in will notify you whenever an update is made to your Jira ticket in the RingCentral app team messaging conversation of your choice. Stay on top of your work by seamlessly updating the ticket status, selecting due dates, and adding comments without leaving the RingCentral app.



Update documentation for all apps

- EP-22
- PM Marianna Underwood created a task

[Edit details](#)

## Features

- Work smarter with easy access to key ticket information like summary, status, and priority.
- Add comments, view, and set ticket status and due dates with interactive cards.
- Receive real-time notifications to your RingCentral conversations whenever a Jira ticket is created or updated.
- Receive notifications in a direct, group, or team message.
- Take your work wherever you go and receive Jira notifications on any device including desktop, mobile, or tablet.

## Benefits



### Streamline workflows

The Jira Add-in reduces the need to switch between multiple applications to stay on top of tickets by bringing Jira directly into the RingCentral app.



### Productive team collaboration

With the Jira Add-in, you can receive notifications of Jira updates and tag coworkers directly from within the RingCentral app, consolidating your work environment into a single view.



## Reduce email and app overload

The Jira Add-in pulls updates into the team messaging app instead of receiving email notifications from Jira, which dramatically helps reduce the number of emails being sent and received.

## Receive Jira ticket notifications

Receive ticket information including the ticket name, status, summary, and priority within your RingCentral app teams, groups, and direct messages.

## Add due dates

Stay on top of Jira deadlines without leaving the RingCentral app. Add and change due dates within posted Jira cards so your teammates are always on the same page.



## How it works

Easily add Jira to your team messaging conversation directly within the RingCentral app. Simply navigate to the Apps section and select Jira. You must be the admin of the Jira account to add Jira to your conversations. Check out the [admin and user guide](#) for more information.

**Service shared items**

**Update documentation for all apps** To Do

EP-22

**PM** Marianna Underwood created a task

[Edit details](#)

**Service shared items**

**Update documentation for all apps** In Progr...

EP-22

**PM** Marianna Underwood changed due date :  
None 2021-11-12

[Edit details](#)

Task status Task due date

Add a comment

[Submit](#)

**Service shared items**

**Update documentation for all apps** In Progr...

EP-22

**PM** Marianna Underwood changed due date :  
None 2021-11-12

[Edit details](#)

Task status

Add a comment

[Submit](#)

**November 2021**

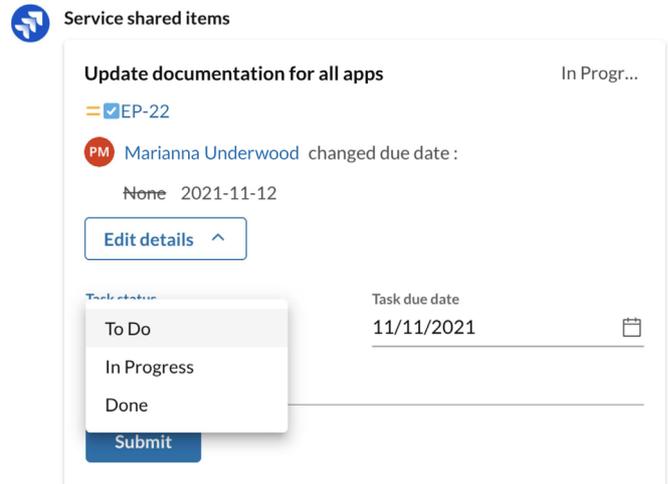
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Today

Message Pratyusha Mudrakarta (me)

## Update your task status

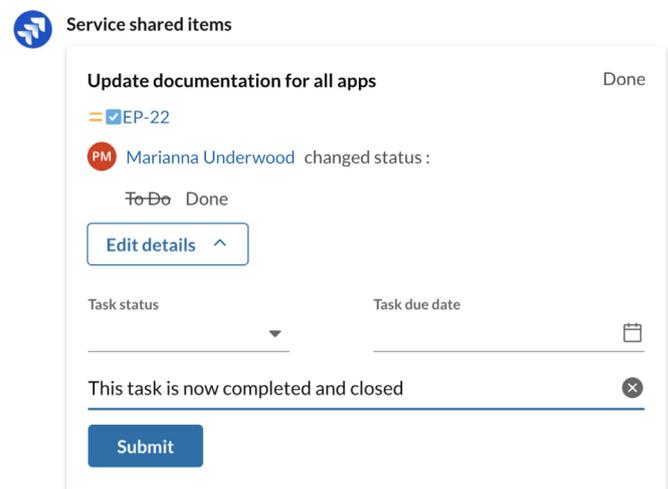
Let your teammates know the status of your tickets by marking them as To Do, In Progress, or Done. When the status is set, a new card is posted to the chat to reflect new changes.



The screenshot shows a Jira task card titled "Update documentation for all apps" with a status of "In Progress". The card includes a checklist with "EP-22" checked, a notification from Marianna Underwood stating "changed due date : None 2021-11-12", and an "Edit details" button. A dropdown menu is open over the "Task status" field, showing options for "To Do", "In Progress", and "Done". The "Task due date" is set to "11/11/2021". A "Submit" button is at the bottom.

## Add comments

Add comments to Jira tickets by typing directly within the posted card. Hit Submit and comments will reflect in the RingCentral app and Jira.



The screenshot shows the same Jira task card, now with a status of "Done". The notification from Marianna Underwood now says "changed status : To Do Done". The "Task status" field is now a dropdown menu. A message at the bottom of the card reads "This task is now completed and closed". The "Submit" button remains at the bottom.

## System requirements

- Users should have a RingCentral account and the latest version installed.
- To add the Jira integration to a chat/team, users need to have administrator access to Jira software or be able to contact their company Jira Cloud administrator.
- Users should have a Jira Cloud account to perform actions.

For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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