

# Jira Cloud Add-in

Installation and user guide





[Introduction](#)

[System requirements](#)

[Installation \(For Jira administrator\)](#)

[Features in detail](#)

[Login to Jira Add-in \(For end users\)](#)

[Features examples](#)

[FAQ's](#)

[Support](#)

# Introduction

Jira Cloud Add-in for RingCentral app allows users to embed their Jira workflows directly into RingCentral team messaging for a seamless task management experience and communication with co-workers.

## Feature overview

### For administrators

- Easy installation from within the Apps tab of the RingCentral app.
- Install the Jira Add-in to any conversation of choice.

### For end users

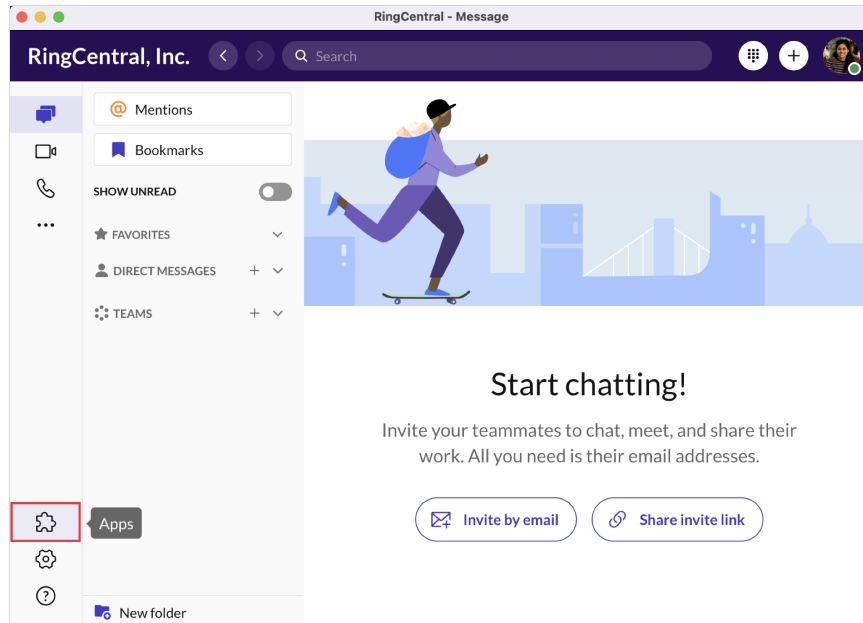
- Receive real-time message notifications of Jira tickets whenever they are created or updated to a conversation of choice.
- Receive notifications in a direct, group, or team message.
- Add comments, change ticket status and due dates with interactive buttons available within the message notifications.
- Manage communication with co-workers and Jira ticket updates from the same conversation.
- Take your work wherever you go, receive Jira notifications on any device including desktop, mobile, or tablet.

## System requirements

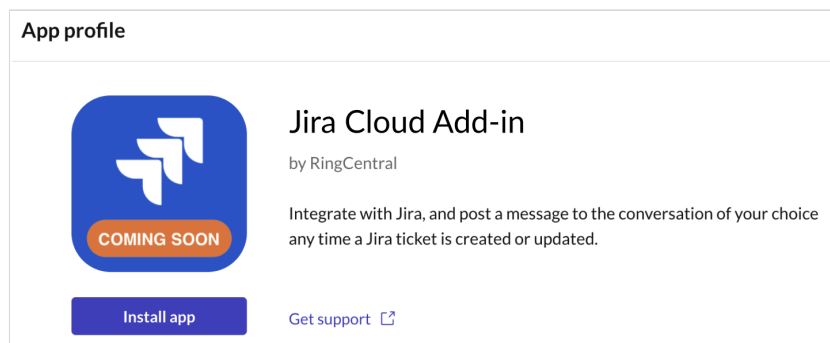
- Users should have a RingCentral MVP account
- Users should have the latest version of the [RingCentral app](#) installed on their devices.
- Users should have **administrator access** to Jira Cloud software or be able to contact their company Jira Cloud administrator to install add-in to their RingCentral conversations.
- Users should have a Jira Cloud account to login to the add-in and update their Jira tickets from within the RingCentral app.

# Installation (for Jira administrator)

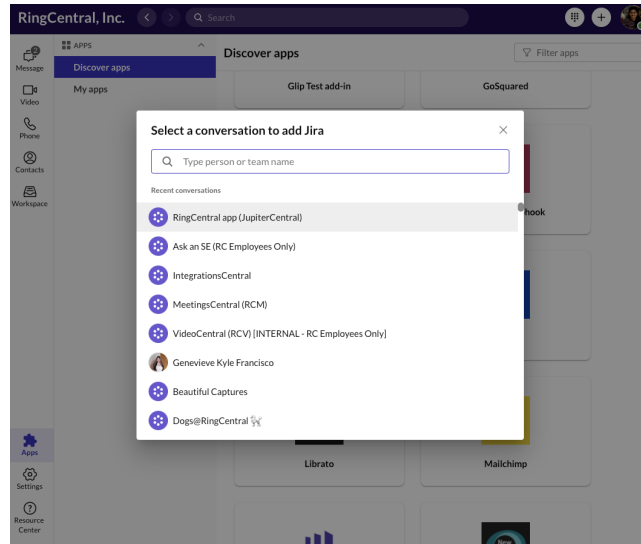
1. Navigate to the Apps tab of the RingCentral app



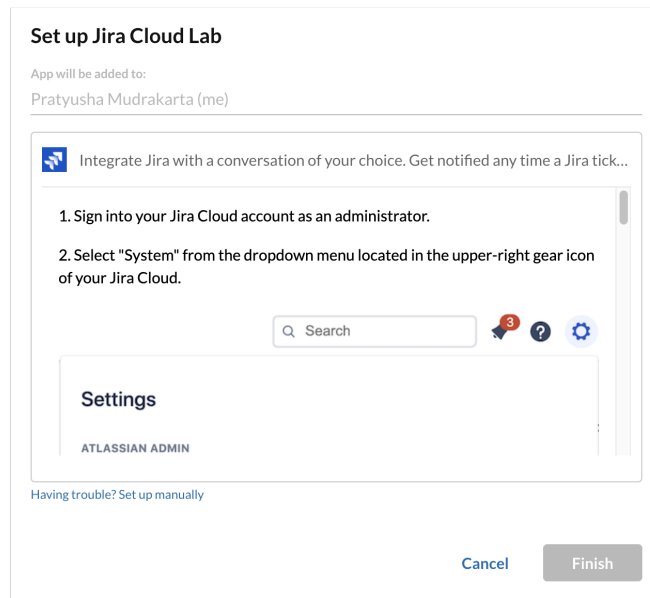
2. Search for Jira Cloud Add-in



3. Select 'Install app' and select the conversation where you would like to receive the Jira ticket updates.



4. Once a conversation is selected, login to your Jira Cloud on a web browser and follow the steps mentioned in the RingCentral app to link your Jira Cloud and RingCentral conversation.



5. Before proceeding to Step 6, double-check the following in the Webhook configuration in your Jira Cloud administration section
  - a. If you have selected your required issue related events to receive in RingCentral app.

Events

### Issue related events

You can specify a JQL query to send only events triggered by matching issues. The JQL filter only applies to events under the Issue and Comment columns.

☒ All issues

[Syntax help](#)

<b>Attachment</b>	<b>Entity property</b>	<b>Issue link</b>	<b>Worklog</b>	<b>Issue</b>	<b>Comment</b>
<input checked="" type="checkbox"/> created	<input type="checkbox"/> created or updated	<input checked="" type="checkbox"/> created	<input type="checkbox"/> created	<input checked="" type="checkbox"/> created	<input checked="" type="checkbox"/> created
<input type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input checked="" type="checkbox"/> deleted	<input type="checkbox"/> updated	<input checked="" type="checkbox"/> updated	<input checked="" type="checkbox"/> updated
			<input type="checkbox"/> deleted	<input checked="" type="checkbox"/> deleted	<input checked="" type="checkbox"/> deleted

### User related events

**User**

☐ created

☐ deleted

☐ updated

### Jira configuration related events

**Features status change (enabled/disabled)**

☐ voting

☒ watching

☐ unassigned issues

☒ subtasks

☒ attachments

☐ issue links

☐ time tracking

☐ time tracking provider

- b. If you have pasted the correct webhook URL in the webhook configuration page in Jira.

Name \*

PM Webhook listener

Status \*

Enabled Disabled

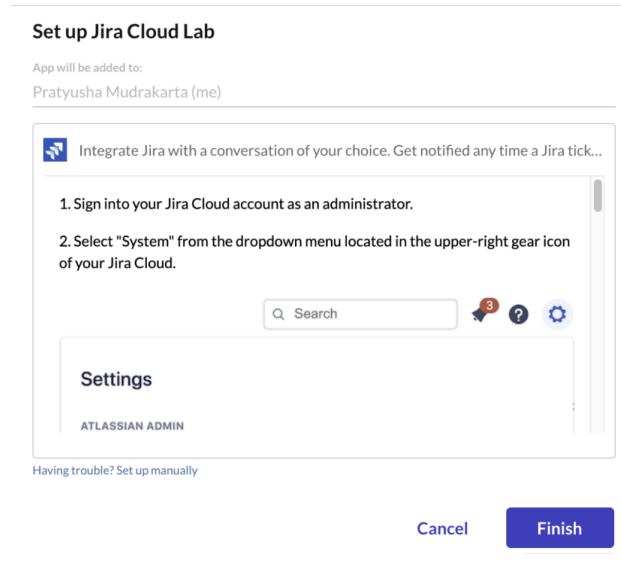
URL \*

https://jira-addin-lab.integration.ringcentral.com/jiraWebHookHandler/0d6€

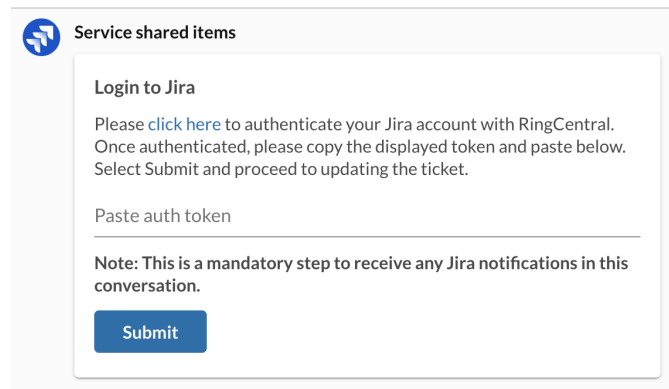
You can use the following additional variables in the URL: \${attachment.id}, \${board.id}, \${comment.id}, \${issue.id}, \${issue.key}, \${mergedVersion.id}, \${modifiedUser.accountId}, \${modifiedUser.key}, \${modifiedUser.name}, \${project.id}, \${project.key}, \${property.key}, \${sprint.id}, \${version.id}, \${worklog.id}

[Read more](#)


6. Once the webhooks are configured, select the Finish button to complete installation.



7. Once the Jira Cloud Add-in is successfully installed to the RingCentral conversation, a login message is posted as shown in the image.



8. Next, click on the embedded link within the Login message to authenticate your Jira account with RingCentral.

 Service shared items

### Login to Jira


Please [click here](#) to authenticate your Jira account with RingCentral. Once authenticated, please copy the displayed token and paste below. Select Submit and proceed to updating the ticket.


Paste auth token

**Note:** This is a mandatory step to receive any Jira notifications in this conversation.


[Submit](#)

9. On clicking the link, you will be taken to your Jira login page on the web browser. Enter your login information and if you manage multiple sites, select the site which you would like to connect to RingCentral.







 ATLASSIAN




### Jupiter Addin Lab would like to access your Atlassian account.

 Pratyusha Mudrakarte

This will allow Jupiter Addin Lab to:

-  Manage Jira global settings
-  Manage project settings
-  Manage Jira webhooks
-  Create and manage issues
-  View Jira issue data
-  View user profiles



Authorize for:  workpocetst.atlassian.net

Allow RingCentral to do this?  
By clicking Accept, you agree to RingCentral's [privacy policy](#).  
13 users have consented to using Jupiter Addin Lab on their sites.

[Accept](#) [Cancel](#)


10. Next, an auth token is displayed which you have to copy and paste in the login message within RingCentral app to start receiving Jira ticket updates in the RingCentral conversation.






Please copy the displayed token and paste in your RingCentral app message to proceed updating the Jira ticket.

d66661df-b27b-44a0-9d



You can close this tab once your Jira account is successfully linked.




 **Service shared items**

**Login to Jira**  
Please [click here](#) to authenticate your Jira account with RingCentral.  
Once authenticated, please copy the displayed token and paste below.  
Select Submit and proceed to updating the ticket.

Paste auth token

**Note:** This is a mandatory step to receive any Jira notifications in this conversation.

11. After pasting the auth token, select 'Submit'. A confirmation message for your login will be posted in the conversation. You and other members in the conversation will start receiving the Jira ticket updates.

 **Service shared items**

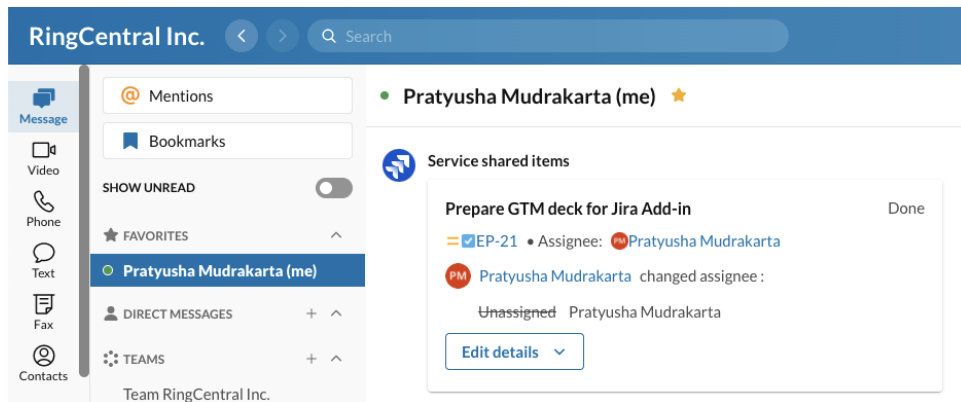
Logged in as [pratyusha.mudrakarta@ringcentral.com](mailto:pratyusha.mudrakarta@ringcentral.com). Please proceed to updating the ticket.

# Features in detail

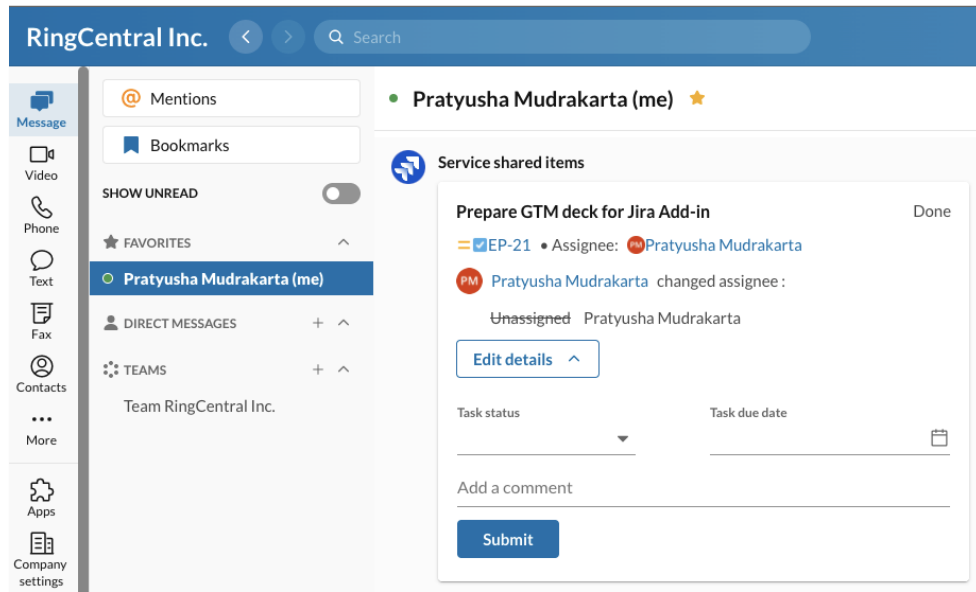
Once installation is complete by the Jira administrator, the Jira Add-in will start posting messages in the selected RingCentral conversation, notifying users everytime an update is made in Jira.

The message notification consist of 2 parts

1. **Part 1:** A collapsed message that displays static information such as
  - a. Jira ticket Summary
  - b. Jira ticket number
  - c. A link to the Jira ticket
  - d. Ticket type (Task, Epic, Bug, etc.)
  - e. Ticket status
  - f. Ticket priority
  - g. Ticket assignee
  - h. New change and the user's name who changed it



2. **Part 2:** On selecting the 'Edit details' button, the message expands to displays editable fields such as
  - a. Ticket status
  - b. Ticket due date
  - c. Comment

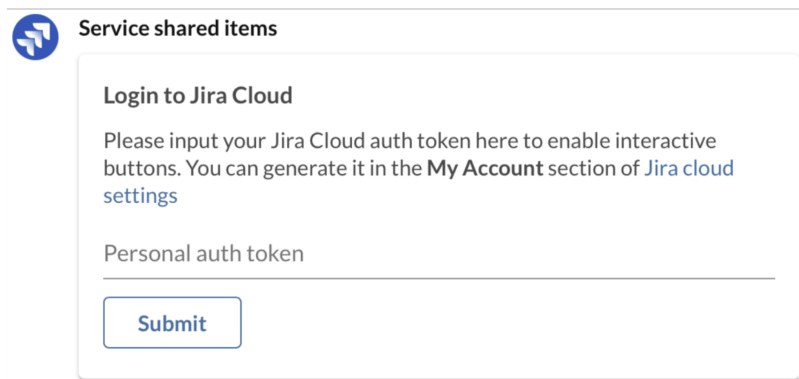


## Login to Jira Add-in (for end users)

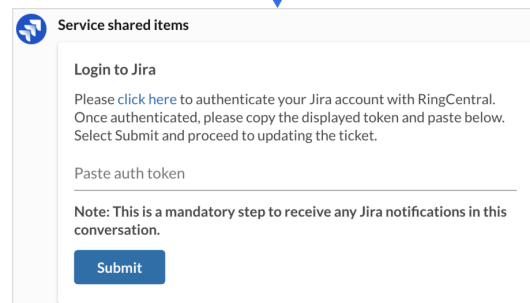
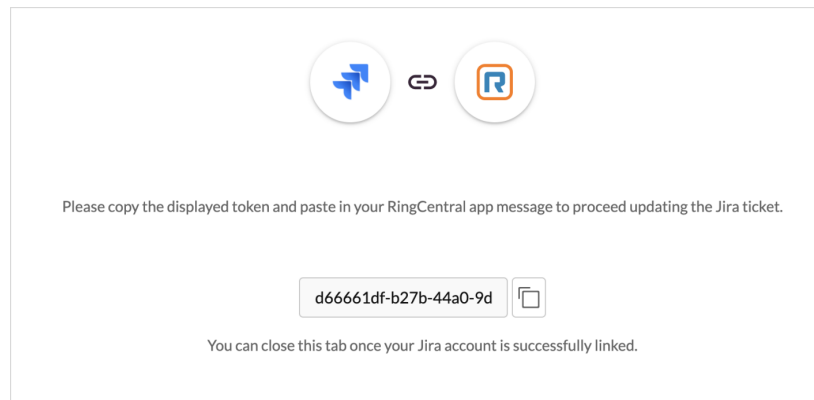
In order to update the Jira tickets from the RingCentral app using the Jira Cloud add-in, users need to login.

**Important note:** This step is crucial so the Jira Cloud add-in can map the user's RC account to their Jira account and correctly push the update back to their Jira account.

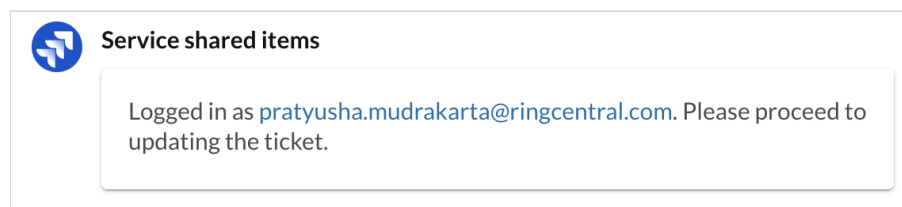
1. When a user is not logged into the Jira Add-in and tries to update one of the fields, the add-in will post a message as such



2. Next, the user needs to click on the 'Jira Cloud settings' link in the message, which takes the user to their Jira account to login. Once logged into Jira, an auth token will be displayed as shown below, which the user needs to paste in the RingCentral app message and select 'Submit'

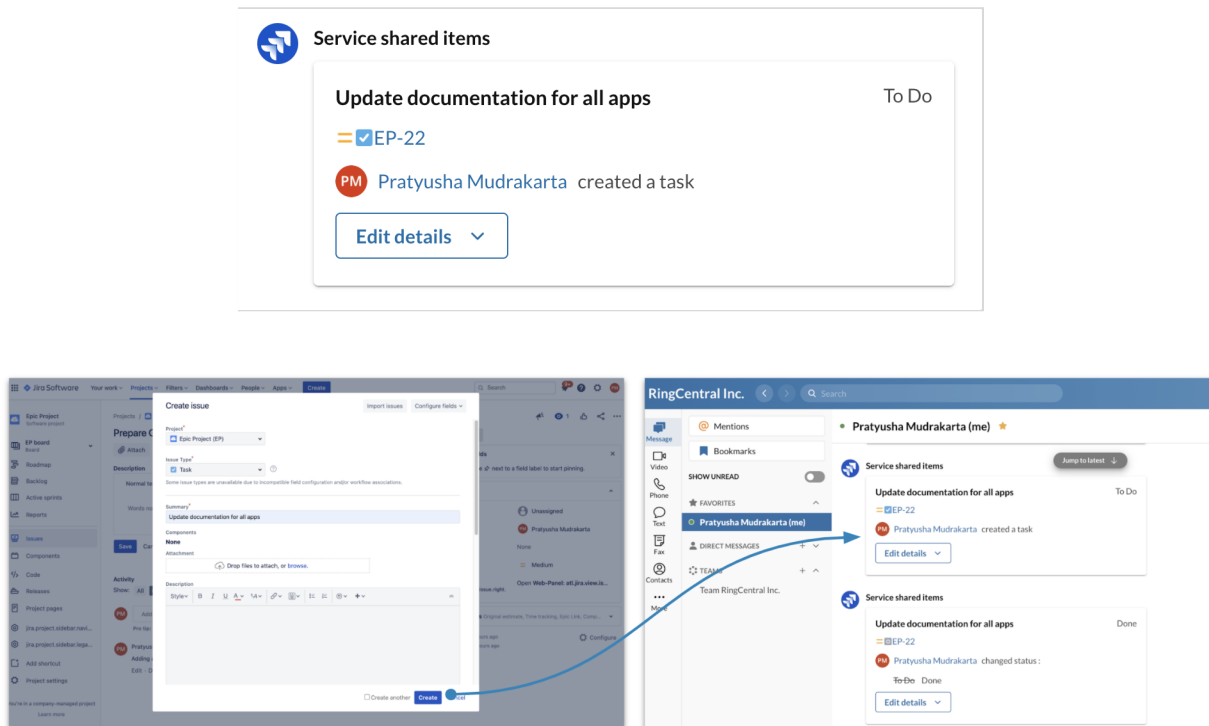


3. After pasting the auth token, select 'Submit'. A confirmation message for your login will be posted in the conversation. The user can now proceed to updating the ticket.



# Feature examples

1. Jira Cloud Add-in posts a notification in user's RingCentral messages when a ticket is created.



2. Users can update the due date by selecting the 'Due date' field in the expanded version of the message. Select 'Submit' to post a new message in the conversation confirming the update.

**Important Note:** Due date is not a default field available in Jira Cloud. Administrators have to add the field to all the Jira projects so users can update the due date from the Jira Add-in.

Service shared items

Prepare GTM deck for Jira Add-in

Done

EP-21

Assignee: Pratyusha Mudrakarta

Pratyusha Mudrakarta changed assignee :

Unassigned Pratyusha Mudrakarta

Edit details ^

Task status

Task due date

Add a comment

Submit

Service shared items

Prepare GTM deck for Jira Add-in

In Progr...

EP-21

Pratyusha Mudrakarta 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)

Service shared items

Prepare GTM deck for Jira Add-in

In Progr...

EP-21

Pratyusha Mudrakarta changed due date :

None 2021-11-12

Edit details v

- Users can update the ticket status by selecting the relevant option from the 'Status' field in the expanded version of the message. Select 'Submit' to post a new message in the conversation confirming the update

Service shared items

Prepare GTM deck for Jira Add-in

Done

EP-21

Assignee: Pratyusha Mudrakarta

Pratyusha Mudrakarta changed assignee :

Unassigned Pratyusha Mudrakarta

Edit details ^

Task status

Task due date

Add a comment

Submit

Service shared items

Prepare GTM deck for Jira Add-in

In Progr...

EP-21

Pratyusha Mudrakarta changed due date :

None 2021-11-12

Edit details ^

Task status

Task due date

Add a comment


Submit

To Do


In Progress


Done

Submit


**Service shared items**

**Prepare GTM deck for Jira Add-in**
Done



**EP-21**


**Pratyusha Mudrakarta** changed status :



In-Progress Done


[Edit details](#)

- Users can add a comment to the ticket by typing it in the 'Add a comment' text box provided in the expanded version of the message.


**Service shared items**


**Prepare GTM deck for Jira Add-in**
Done


**EP-21** • Assignee:  **Pratyusha Mudrakarta**

 **Pratyusha Mudrakarta** changed assignee :


Unassigned Pratyusha Mudrakarta

[Edit details](#)


Task status ▼ Task due date 


Add a comment

[Submit](#)


**Service shared items**


**Update documentation for all apps**
Done



**EP-22**

 **Pratyusha Mudrakarta** changed status :


To-Do Done

[Edit details](#)


Task status ▼ Task due date 


This task is now completed and closed 

[Submit](#)


**Service shared items**

**Update documentation for all apps**
Done

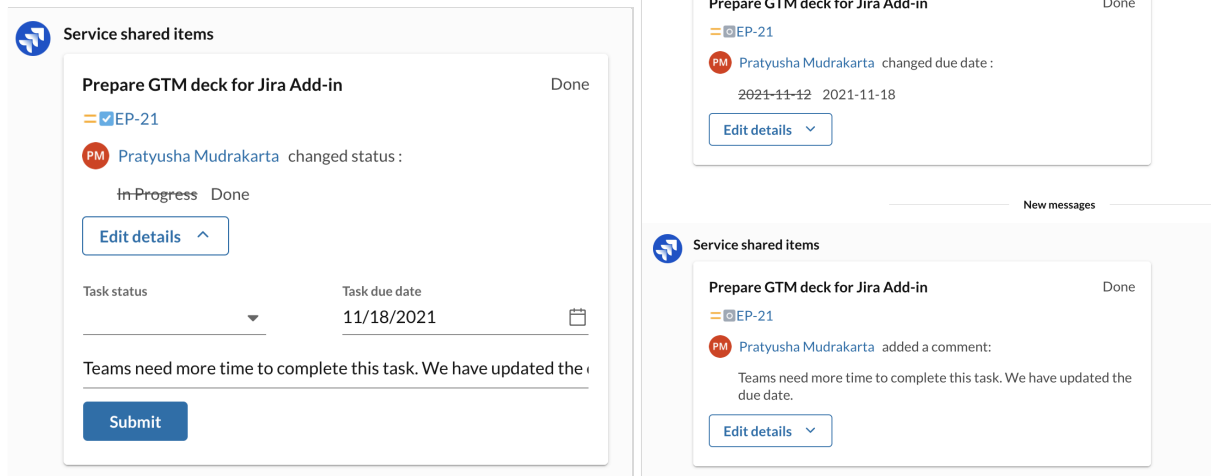

**EP-22**

 **Pratyusha Mudrakarta** added a comment:

This task is now complete and closed

[Edit details](#)

- Users can update one or all fields at once from the message and select 'Submit'. Doing so, the add-in will post a new message for each update.



## FAQ's

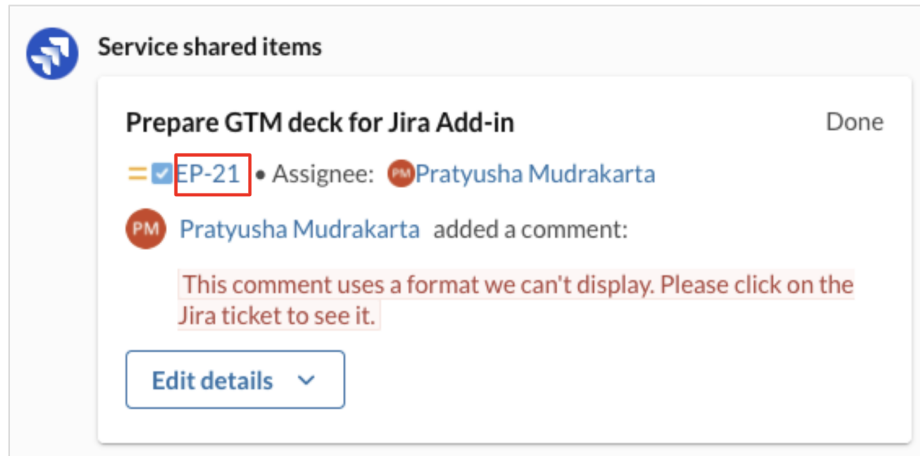
1. I do not have administrator privileges for my Jira Cloud account, can I install the Jira Add-in?

**Answer:** You could try installing the add-in but since you did not configure the webhook URL or select the issue related events, the Jira Cloud Add-in would not be able to post Jira ticket updates to your RingCentral conversation. These configurations can only be done by a user with administrator access.

2. I am seeing an error saying unsupported format when I tried adding a comment in my Jira ticket.

**Answer:** Some of the formats for comments such as image attachments, @mentions and tables are not currently supported by the Jira Cloud Add-in. To view the comment, please click on the ticket link provided in the message to open the Jira ticket in your browser.





3. I am receiving a lot of Jira ticket updates in my RingCentral conversation that are not relevant to me. What can I do to filter them?

**Answer:** Your Jira administrator would be able to filter issue related updates relevant to your RingCentral conversation during configuration. They can always go to the administration section → Webhooks to modify them.



## Support

For more help, visit [support.ringcentral.com](https://support.ringcentral.com) or call 1(888)528-7464.