
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

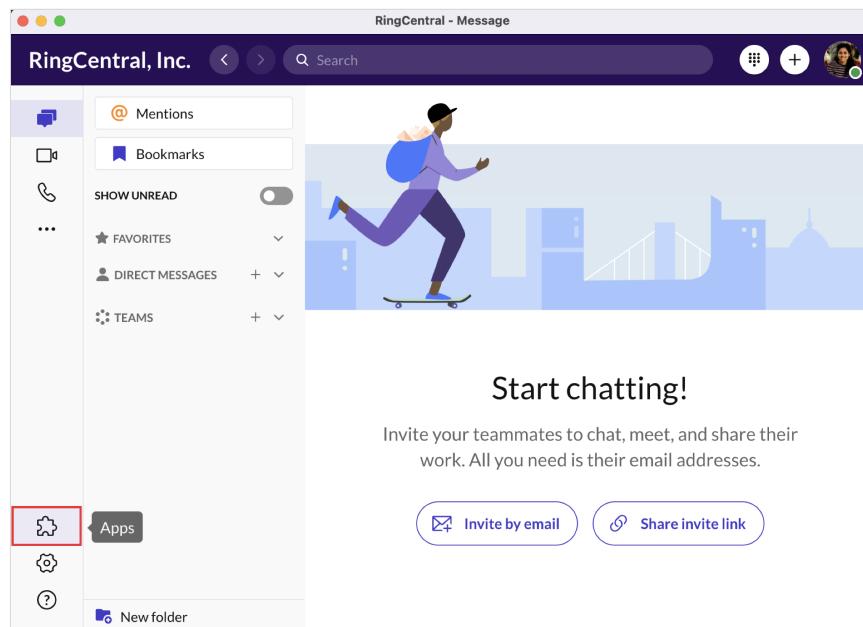
- Receive real-time message notifications of Jira tickets whenever they are created or updated to a conversation of choice.
- Receive notifications in a direct, group, or team message.
- Add comments, change ticket status and due dates with interactive buttons available within the message notifications.
- 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

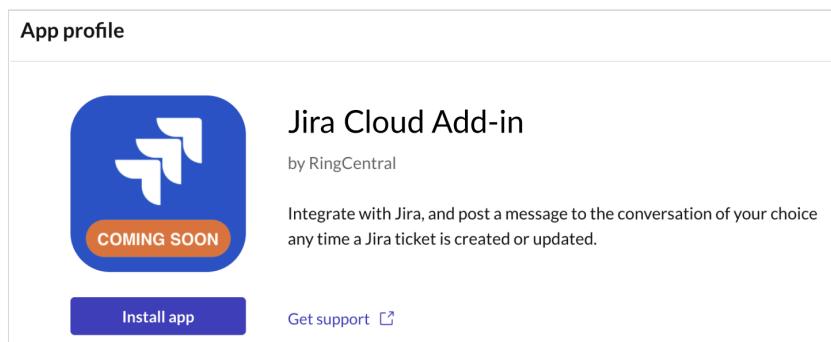
- Users should have a RingCentral MVP account
- Users should have the latest version of the [RingCentral app](#) installed on their devices.
- Users should have **administrator access** to Jira Cloud software or be able to contact their company Jira Cloud administrator to install add-in to their RingCentral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

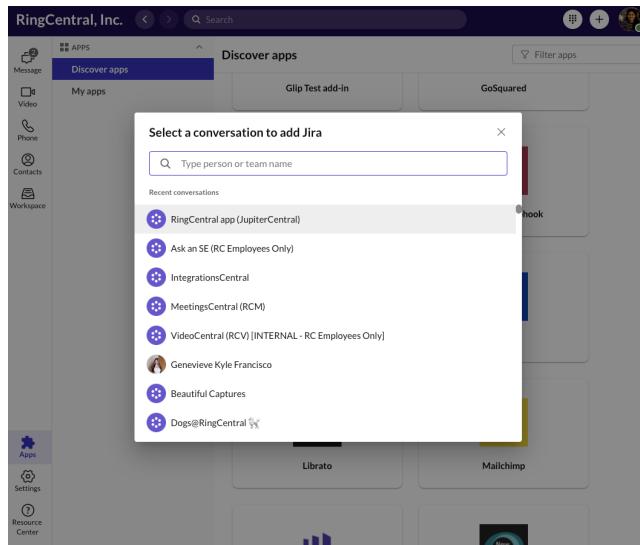
1. Navigate to the Apps tab of the RingCentral app



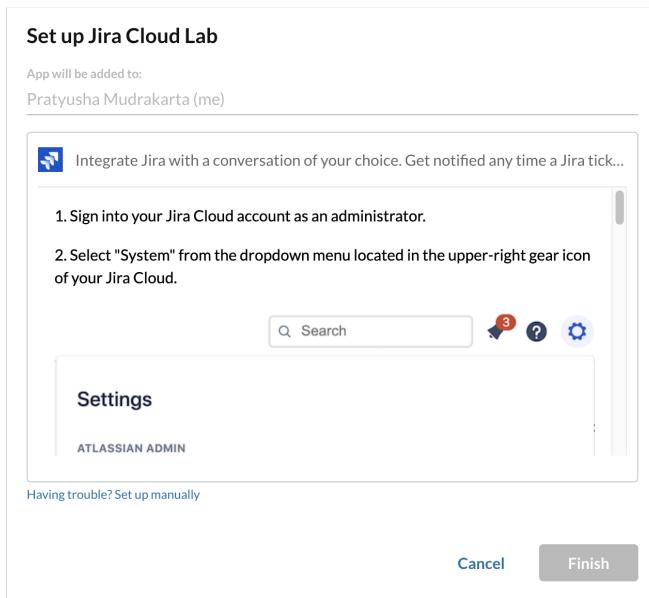
2. Search for Jira Cloud Add-in



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.



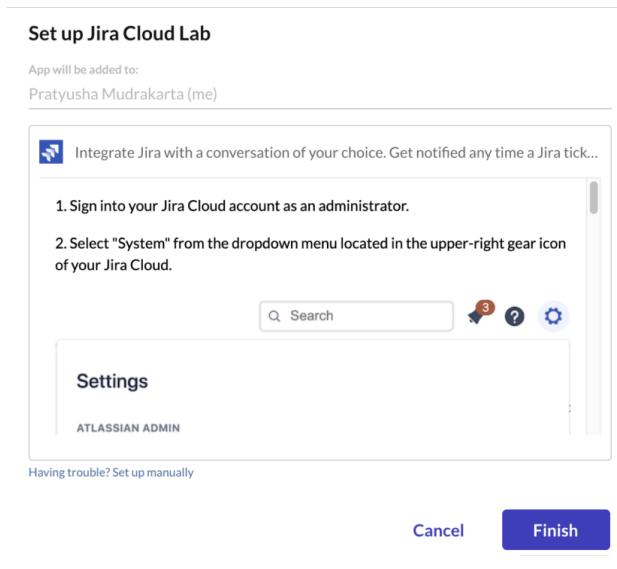
5. Before proceeding to Step 6, double-check the following in the Webhook configuration in your Jira Cloud administration section
 - a. If you have selected your required issue related events to receive in RingCentral app.

The screenshot shows the 'Events' configuration page in Jira. It includes sections for 'Issue related events', 'User related events', and 'Jira configuration related events'. Under 'Issue related events', there are checkboxes for 'Attachment created' (checked), 'Entity property created or updated' (unchecked), 'Issue link created' (checked), 'Worklog created' (checked), 'Issue created' (checked), and 'Comment created' (checked). Other options like 'Attachment deleted', 'Entity property deleted', etc., are also listed. Similar sections follow for User and Jira Configuration related events.

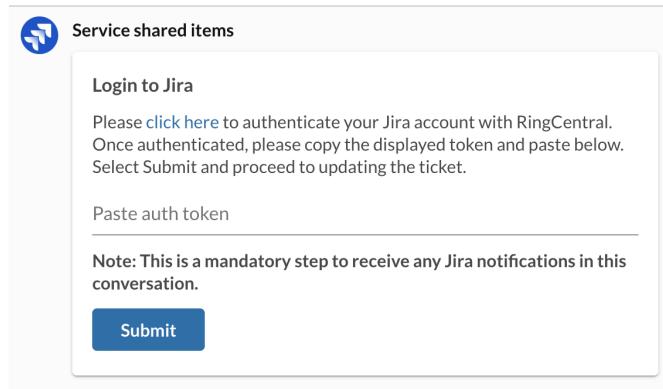
- If you have pasted the correct webhook URL in the webhook configuration page in Jira.

The screenshot shows the 'Webhooks' configuration page in Jira. It has fields for 'Name' (set to 'PM Webhook listener'), 'Status' (set to 'Enabled'), and 'URL' (set to 'https://jira-addin-lab.integration.ringcentral.com/jiraWebHookHandler/0d6c'). Below the URL field, there is a note about additional variables available in the URL, such as \${attachment.id}, \${board.id}, \${comment.id}, etc. A 'Read more' link is also present.

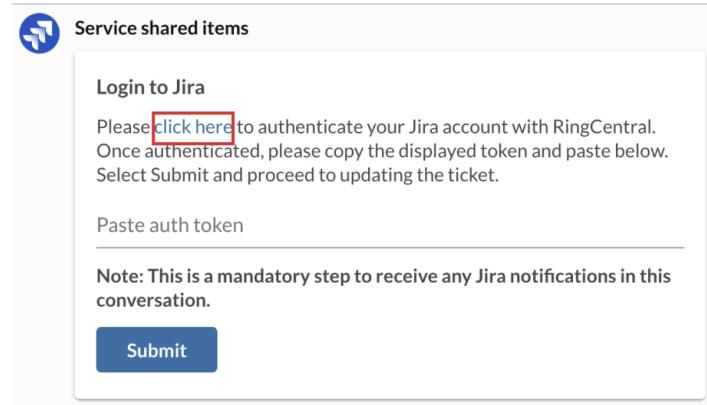
- Once the webhooks are configured, select the Finish button to complete installation.



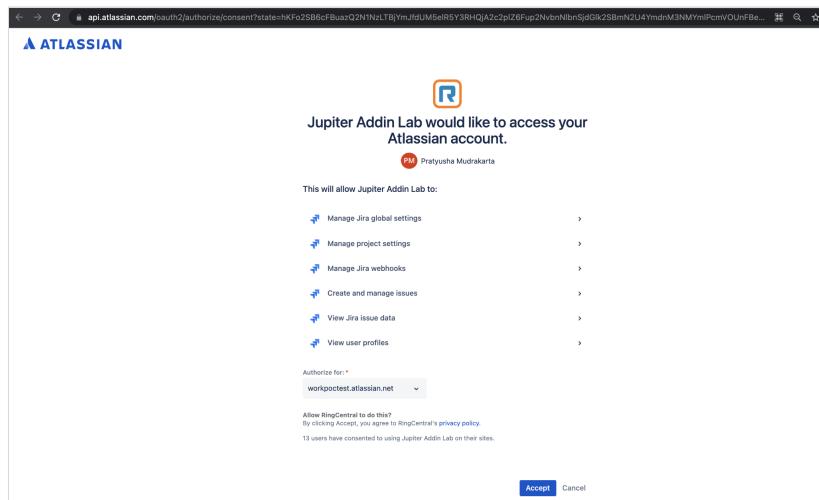
- Once the Jira Cloud Add-in is successfully installed to the RingCentral conversation, a login message is posted as shown in the image.



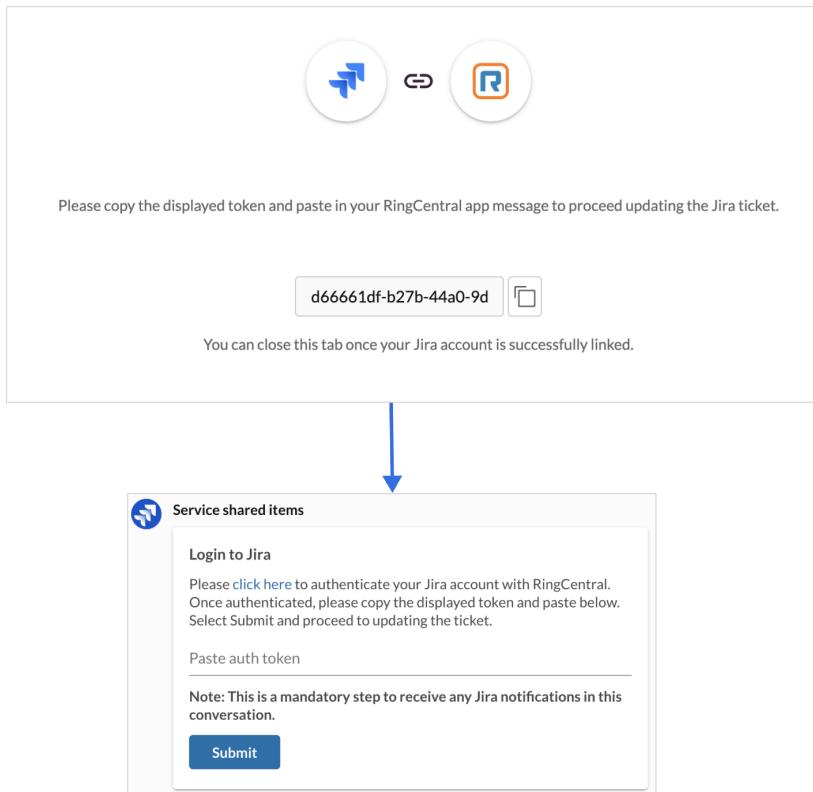
- Next, click on the embedded link within the Login message to authenticate your Jira account with RingCentral.



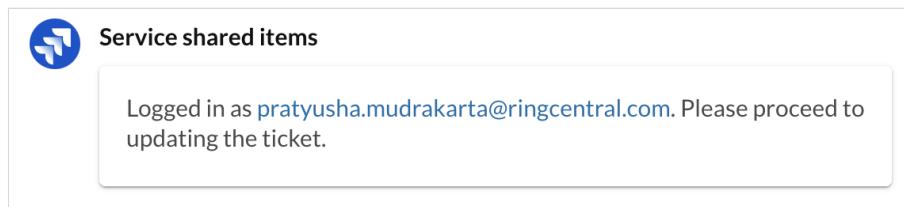
9. On clicking the link, you will be taken to your Jira login page on the web browser. Enter your login information and if you manage multiple sites, select the site which you would like to connect to RingCentral.



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.



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.

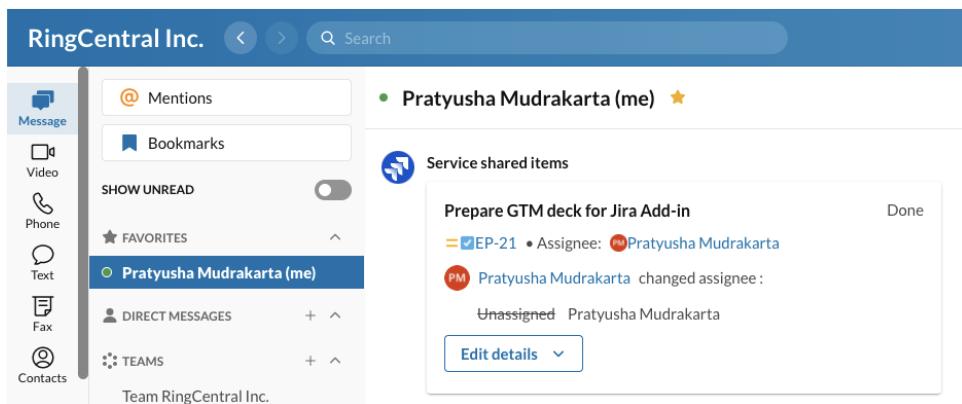


Features in detail

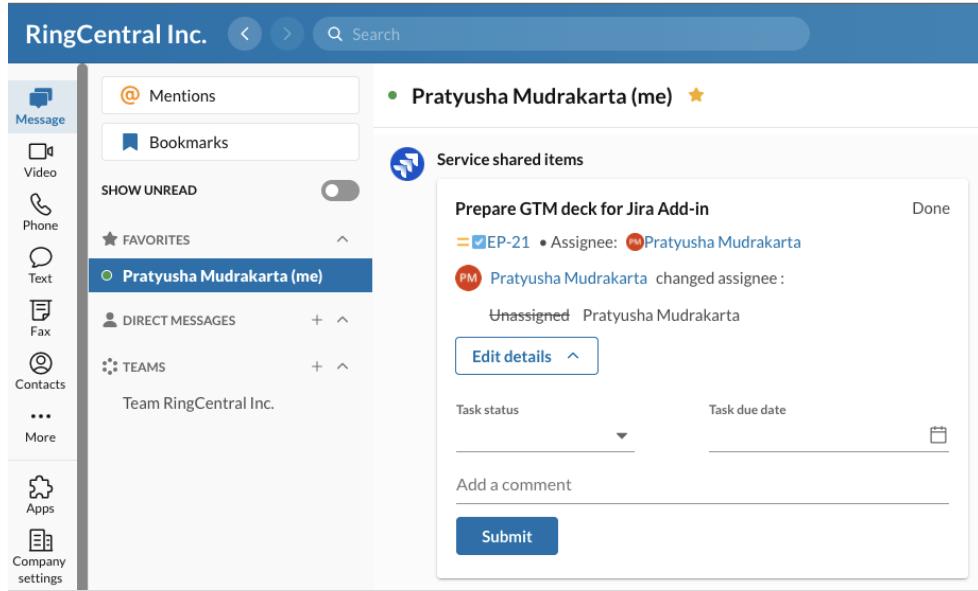
Once installation is complete by the Jira administrator, the Jira Add-in will start posting messages in the selected RingCentral conversation, notifying users everytime an update is made in Jira.

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)

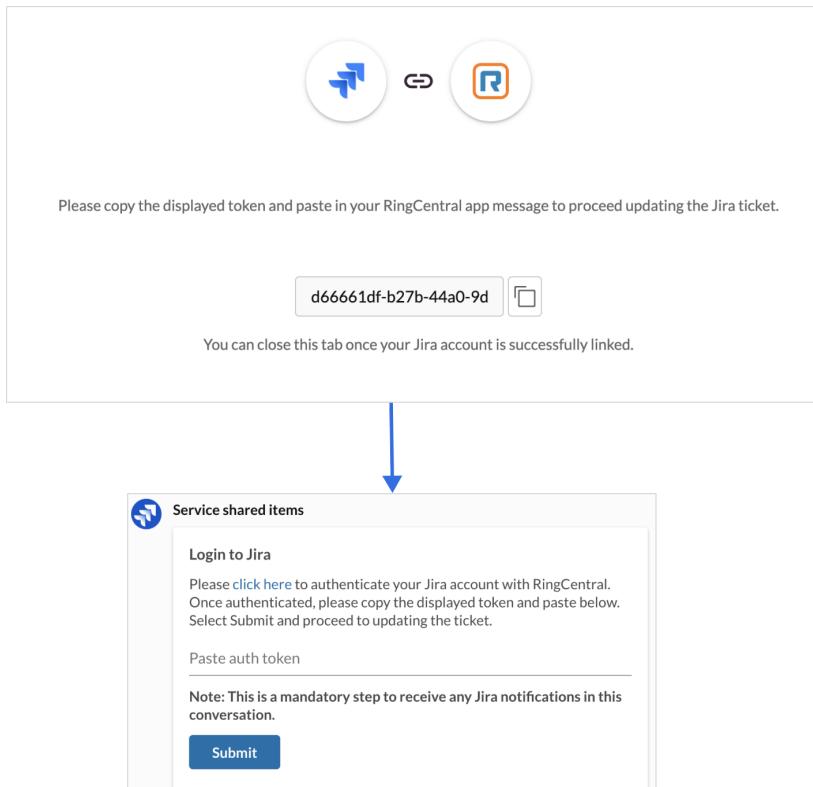
In order to update the Jira tickets from the RingCentral app using the Jira Cloud add-in, users need to login.

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.

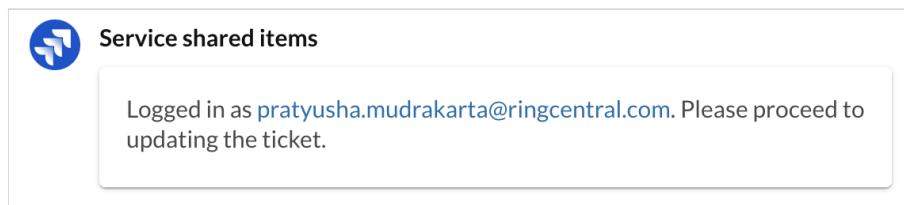
1. When a user is not logged into the Jira Add-in and tries to update one of the fields, the add-in will post a message as such

A screenshot of a modal dialog box titled 'Service shared items' with a sub-section 'Login to Jira Cloud'. The dialog contains instructions: 'Please input your Jira Cloud auth token here to enable interactive buttons. You can generate it in the My Account section of Jira cloud settings'. Below this is a text input field labeled 'Personal auth token' and a 'Submit' button.

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'

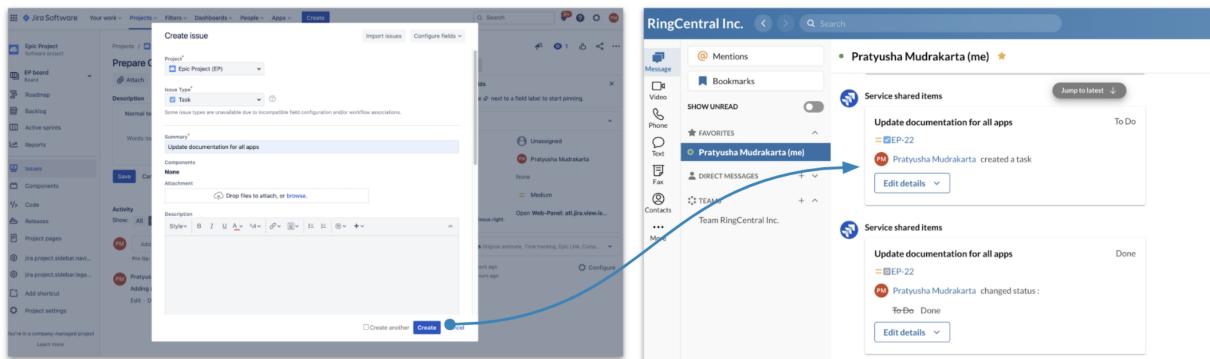
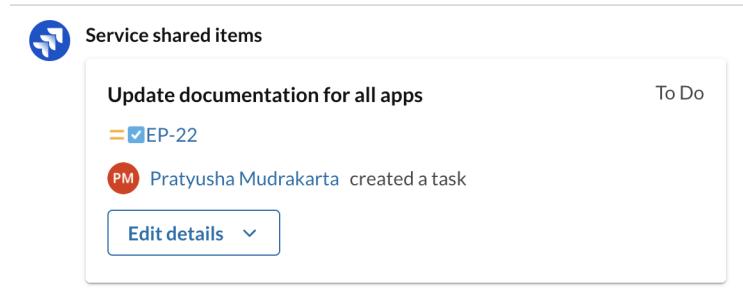


3. After pasting the auth token, select 'Submit'. A confirmation message for your login will be posted in the conversation. The user can now proceed to updating the ticket.



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.

The top-left screenshot shows a ticket titled "Prepare GTM deck for Jira Add-in" with status "Done". It includes a note from "PM Pratyusha Mudrakarta" changing the assignee to "Unassigned". Below the ticket are fields for "Task status" and "Task due date", and a "Submit" button.

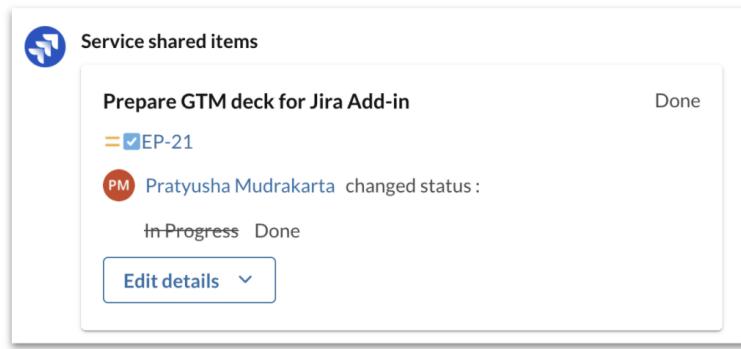
The top-right screenshot shows the same ticket with status "In Prog..." and a note from "PM Pratyusha Mudrakarta" changing the due date to "None 2021-11-12". It includes an "Edit details" button and a calendar overlay for November 2021. The calendar highlights the 11th as the current date. A message box at the bottom says "Message Pratyusha Mudrakarta (me)".

The bottom screenshot shows the ticket again with status "In Prog...". The "Edit details" button is open, revealing a dropdown menu with three options: "To Do", "In Progress", and "Done". The "Task due date" field shows "11/11/2021".

3. 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

The left screenshot shows the ticket with status "Done". The "Edit details" button is open, showing the current status as "Done".

The right screenshot shows the ticket with status "In Prog...". The "Edit details" button is open, showing the current status as "In Progress". A dropdown menu is open over the "Status" field, listing "To Do", "In Progress", and "Done". The "Task due date" field shows "11/11/2021".



4. 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:

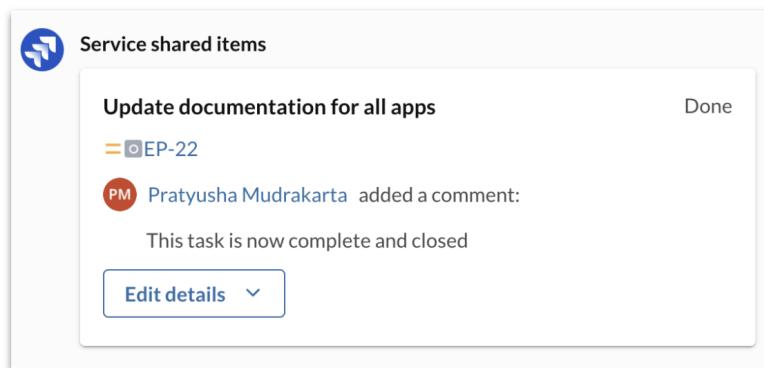
To-Do Done

[Edit details](#)

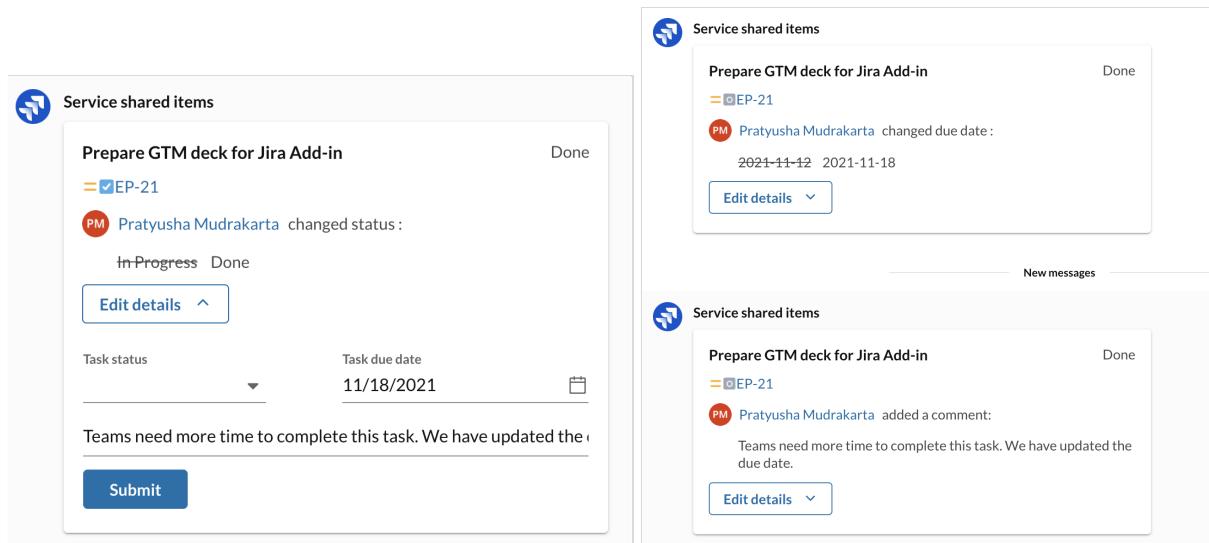
Task status Task due date

This task is now completed and closed

[Submit](#)



5. 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.

The screenshot shows a Jira ticket interface. At the top, there's a blue circular icon with white arrows pointing right and left. Next to it, the text "Service shared items" is displayed. Below this, the ticket title is "Prepare GTM deck for Jira Add-in". To the right of the title is a "Done" button. Under the title, there's a red box highlighting the assignee "EP-21". To the right of the assignee, it says "• Assignee: PM Pratyusha Mudrakarta". Below this, a comment from "PM Pratyusha Mudrakarta" is shown, stating "added a comment:" followed by a message: "This comment uses a format we can't display. Please click on the Jira ticket to see it.". At the bottom of the ticket view is a "Edit details" button.

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.

The screenshot shows the "Issue related events" configuration page. At the top, it says "Events" and "Issue related events". Below this, a note states: "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." A dropdown menu is open, showing "All issues" with a green checkmark next to it. At the bottom of the dropdown is a "Syntax help" link.

Support

For more help, visit support.ringcentral.com or call 1(888)528-7464.