Jira Service Desk Connector

Overview

DBSync's JIRA Service desk connector is a highly customizable connector. It has the ability to connect your JIRA sevice desk account with applications like Accounting, e-Commerce platforms, and various CRM systems. Using DBSync's JIRA service desk connector, DBSync user can directly connect to JIRA service desk application. This will allow a user to query, add, modify various types of records including service desks, organizations, customers, users, cases and many more objects.This connector uses JIRA service desk API's along with JIRA core API's to move data in, and out of, JIRA service desk. Integrating with JIRA via DBSync consists of REST calls using a JSON request/response made over an HTTPS connection.

Prerequisites

To establish a connection to JIRA service desk server via DBSync JIRA service desk connector, user must:

- Have a valid license to DBSync JIRA service desk connector, username and password to connect to DBSync iPaaS platform.
- Have a valid username, password, URL where JIRA service desk server is hosted.
- Be sure that JIRA service desk user has administrative privileges to connect to JIRA service desk APIs.

Connector Configurations

A JIRA service desk connector instance represents a single service desk account, including login credentials. If a user wishes to connect to multiple instances - of the either On-demand or cloud instance of service desk - then, s/he should create a separate connection for each and configure the URL accordingly. The table below represents parameters required for opening the connection to service desk user instance.

Property	Description	Required
Username	The username to connect to JIRA service desk system.	Yes
Password	The password to connect to JIRA service desk system.	Yes
HOST URL	Where your JIRA service desk application is hosted.	Yes

After a connector is created within a project, set up the connector within the process. DBSync can then map to, and from, virtually any system using the JIRA service desk connector to retrieve data from, or send data to, JIRA service desk system. Click on the following link Connectors List to learn about all connectors we support.

Uses Of Connector

JIRA service desk connector can be used to:

1. Integrate your CRM customers with JIRA service desk. By so doing, service agents will have all the customer related information at their disposal to provide best in class customer service. This will not only save an agent from having to toggle between service desk and CRM. But, it will also give agents much needed time to better understand customers' problem(s). Better customer experience will, in turn, result in higher rate of customer satisfaction.
2. Eliminate error prone manual data entry. Automating systems will result in seamless data flow experience. This is turn will get rid of duplicate records or bad data.
3. Build a power platform to automate business processes - use cases include, Integrated Case Management System; Automated Knowledge Base Creation; Customer Success Eco-system etc.

Supported Versions

Only following versions are supported:

- JIRA Service Desk Server 3.5 and above.
- Note: The older version should work but it *has not been tested using the JIRA service desk connector*.

Frequently Asked Questions

Q: Can I get a trial of DBSync JIRA service desk connector?

A: DBSync is available free for 15 days trial after going through Signup process.

Q: Can this connector be used for bi-directional integration?

A: Yes. Furthermore, if you so choose, you can also make it uni-directional.

Q: Is service desk connector available with both, On-demand and On-premise, Versions?

A: Yes. JIRA service desk connector is available with both, On-demand and On-premise, Versions.

Q: How frequently can we perform Integration?

A: DBSync has an ability to trigger data integration for as low as three minutes.

Q: How does DBSync connect to JIRA service desk server?

A: DBSync connects to JIRA service desk server through DBSync's service desk connector. It has inbuilt API methods that open a connection to the JIRA service desk for data retrieval and data insertion.

Q: When do we need this additional Integration coding?

A: DBSync has a standard template built-in for the clients of service desk and Salesforce. If the scope of work involves other than standard data flow supported by our standard template then, additional integration should be written.

Q: Does DBSync need to be installed on the same machine as that of JIRA service desk ?

A: DBSync works through a cloud. This makes accessibility and maintenance easier without any additional installation(s).

Useful hint
JIRA Service Desk Server 3.6 documentation

JIRA Service Desk Cloud Documentation

JIRA Service Desk Development Guide