

Version

5.0

What has Changed from

v4.0?

Admin level Changes:

1. In the Project screen an admin can Search Jira Projects based on the "Project key".

Projects

Map your Jira projects into Salesforce. Projects with Create Issue permission to the Integration user are only available in Salesforce for mapping. [Help?](#)

Default Project: Jira Project

Search: JPR

Refresh

1 - 1 of 1 Projects. Page size: 10

Project Name	Sync	Write	Default Issue Type	Issue Types To Sync	Share
Jira Project (JPR)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Task	Task	

2. Included two new options which can be managed from the configuration screen.

- Jira History/Activity : A History tab will appear in the related list once Jira History/ Activity is enabled. [Learn More.](#)
- Enable Potential Results: Show or hide potential results on Create Jira Screen.

Configuration Settings

Salesforce-Jira Relation: Salesforce Record - Many Jira Issues

Enable Feed Sync: Enabled

Enable Jira History/Activity: Disabled

Auto Sync Salesforce Comments: Enabled

Sync Jira Comments into Salesforce?: Enabled

Sync as Case Comments: Enabled

Add Comments Qualifier

Enable Edit Jira in Salesforce: Enabled

Enable Potential Results: Disabled

Enable Jira Transition: Enabled

Auto Sync Salesforce Attachment: Enabled

Sync Jira Attachments into Salesforce?: Enabled

Sync Attachments to SFDC Object: Enabled

Add Attachments Qualifier

Save Next

- Introduced "Troubleshooting" tab that facilitates the resynchronization of Jira error logs. [Learn more.](#)

User level Changes:

- Improved related list (View Jira) with UI changes, addition of 5 new tabs, and enhanced user experience for viewing complete Jira details within the same window.

Name	View In Jira	Action
JPR-3	View	▼
AF-341	View	▼

Back **Jira: JPR-3** Summary: Issue with the processing unit Showing 3 of 4

1 2 3 4 5

Details Comments Files History Feed

Edit Send Comments/Attachments To Jira

Jira Instance
Sinergify Internal Jira (<https://sinergify.atlassian.net>)

Project

Jira Project	Jira Project Key
Jira Project	JPR

Linked With:
Case

Jira Fields

Jira Issue Link https://sinergify.atlassian.net/browse/JPR-3	Jira Issue Number JPR-3
Status In Progress	Resolution
Resolutiondate	Issue Type Task
Description Please replace the unit as it is under contract.	Assignee sandeep.supehia
Reporter Amarveer Singh	Summary Issue with the processing unit

4.1 Details: Users will be able to see all the Details.

Back **Jira: JPR-3** Summary: Issue with the processing unit Showing 3 of 4

Details Comments Files History Feed

Edit Send Comments/Attachments To Jira

Jira Instance
Sinergify Internal Jira (<https://sinergify.atlassian.net>)

Project

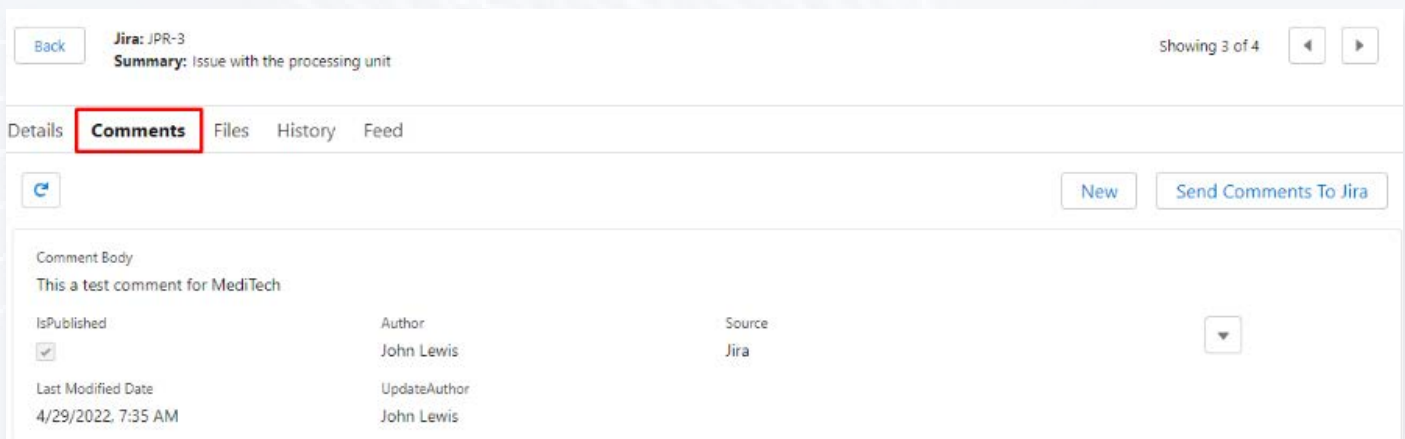
Jira Project	Jira Project Key
Jira Project	JPR

Linked With:
Case

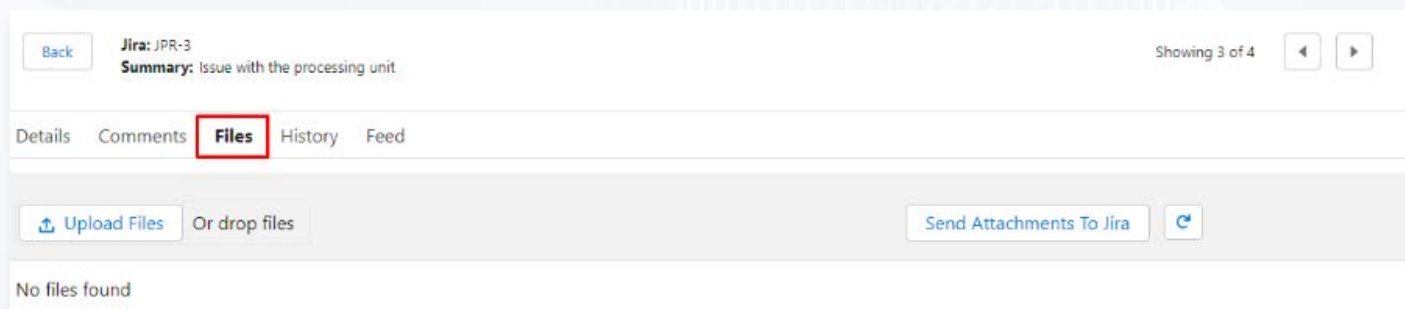
Jira Fields

Jira Issue Link https://sinergify.atlassian.net/browse/JPR-3	Jira Issue Number JPR-3
Status In Progress	Resolution
Resolutiondate	Issue Type Task
Description Please replace the unit as it is under contract.	Assignee sandeep.supehia
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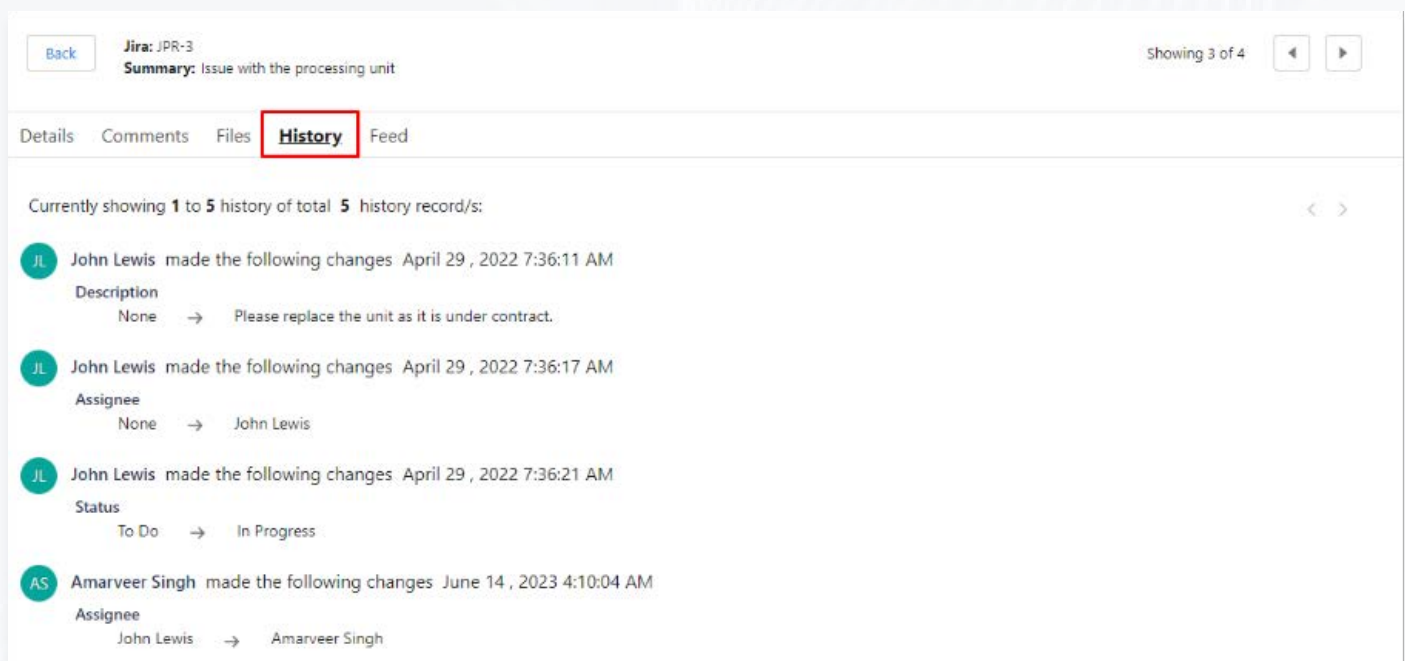
4.2 Comments : Ability to view the Jira comments in Salesforce and can also send comments from the “Send Comments To Jira” tab.



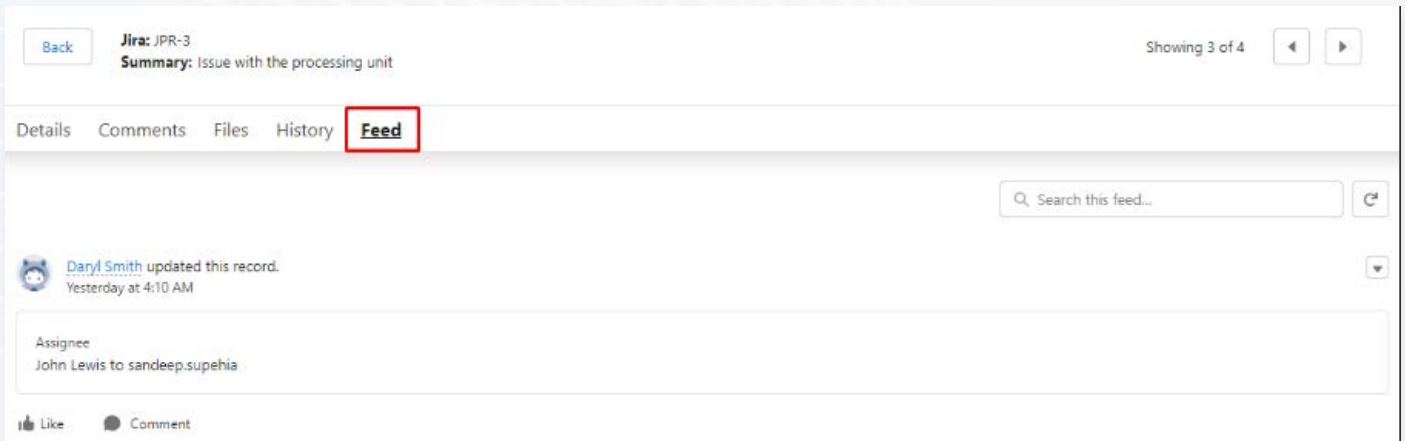
4.3 Files : Ability to view the Jira Attachments in Salesforce and can also send attachments from the “Send attachment to Jira” tab.



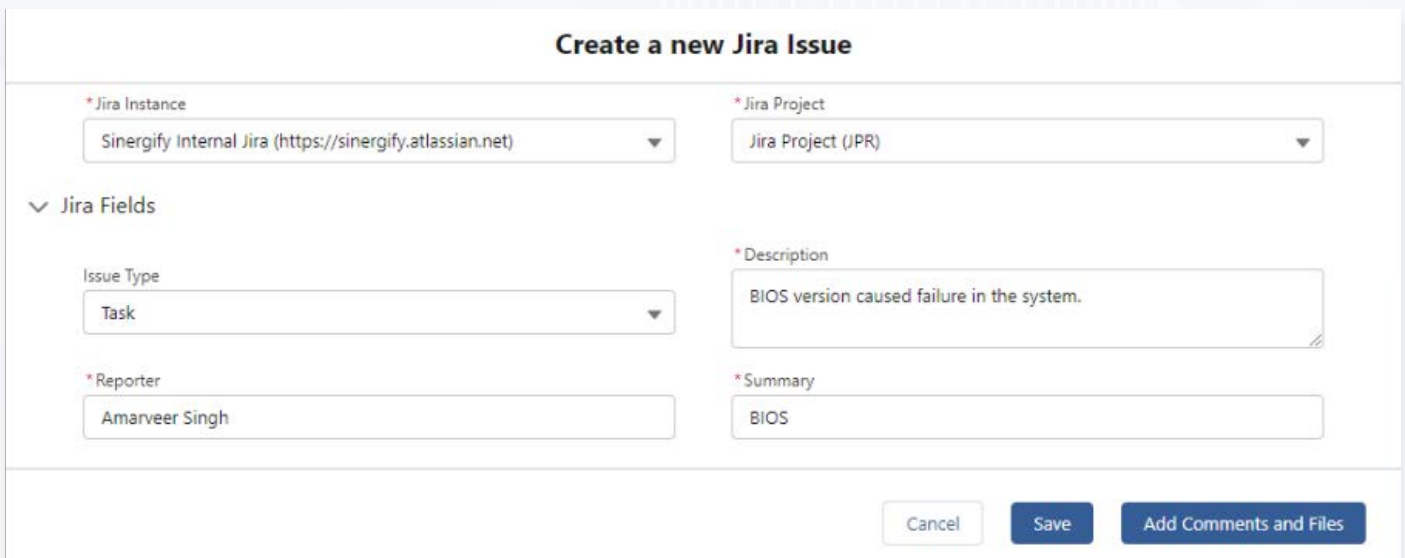
4.4 History : User can track all the Jira History inside Salesforce. [Learn more.](#)



4.5 Feed : User can Track or monitor Jira issue field(s) changes inside Salesforce.



5. Create Jira screen with and without potential results.

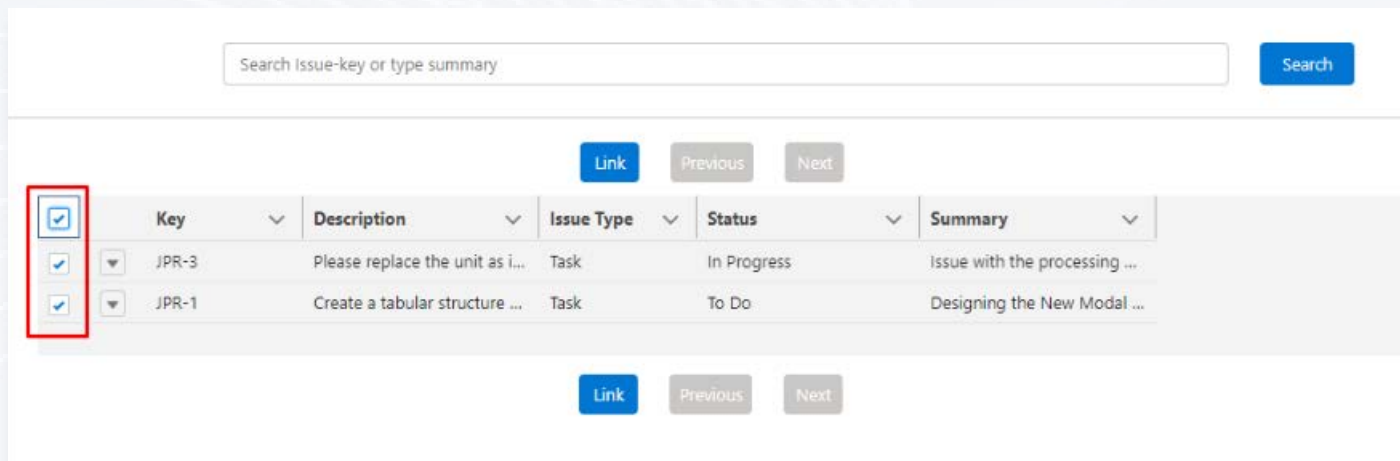


(Without Potential Results)



(With Potential Results)

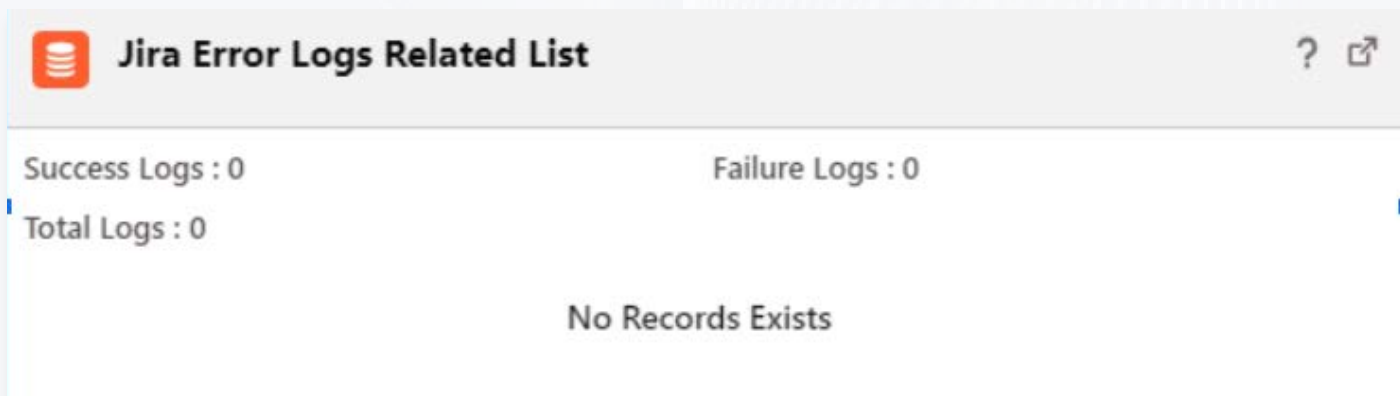
6. Ability to Link Multiple Jira issues in one go. [Learn more.](#)



7. **Jira Error Logs Related List** : Users can see and Resync Jira Error Log records created when any automatic operation fails (sending a comment, attachment, or any other SObject information) in Jira due to any system failure or unauthenticated access. [Learn more.](#)

Operations that are performed on Jira related list error logs are

- Archive
- Show Details
- Resync



8. **Time tracking in Salesforce** : Time tracking is a feature of Jira that lets your team record the time they spend working on issues within Jira. A support team can see how long it takes to resolve a ticket, how much time has already been spent on it, and how much time is left. [Learn more.](#)

Create a new Jira Issue

* Jira Instance

Rocky (https://rockdayson.atlassian.net)

* Jira Project

Vitamin-C (VC)

▼ Jira Fields

* Issue Type

Task

* Reporter

Start typing to get a list of possible matches.

* Summary

Bios Installation failed

▼ Time tracking

Original Estimate

2w 4d 6h 45m

Cancel

Save

Add Comments and Files