

JIRA - Feature # 173: kayako-jira, how to be sure that Jira user updated Kayako linked case, instead of opening each ticket-linked ticket to

Status:	New	Priority:	Normal
Author:	Bojan	Category:	
Created:	13 Mar 2013	Assignee:	
Updated:	22 Mar 2013	Due date:	
Subject:	kayako-jira, how to be sure that Jira user updated Kayako linked case, instead of opening each ticket-linked ticket to		
Description:	<p>Hi Guys,</p> <p>I just need some assistance in regards to this Jira-Kayako plugin integration. I have posted some questions to your Support team but they asked me to open a new case here, so let me just recopy my posts.</p> <p>Let me first confirm that plugin works well, all features are operative as per my testing, there is only one thing that i am missing, so I just need your assistance on this matter.</p> <p>-</p> <p>If i have 20 tickets into one Department on Kayako side, and lets say 10 of them are linked to Jira cases. Instead of opening each of them and checking (by clicking Jira tab (tab for linked cases)) Jira comments and actions, how could I just see if some actions was made - when someone add some action on jira case, it does not change LAST ACTIVITY field - so it could help - in that case we could see if something happened to that ticket.</p> <p>if i go to 'views' tab, and select 'all tickets' - option 'Columns'- there is no some Jira field that could be added, for example...</p> <p>According to my explanation above, my question was, - how to see, how to know if some action was made (on some Kayako ticket that is linked to some Jira case) - -because if i have 10 tickets in one Department - linked to Jira -i need to open each of them (click on the Jira tab) and see if something changed, updated - or Command was added on related Jira case.</p> <p>- 'last activity' field - that could help! it is great option - it change activity (time) when some made reply on ticket or if some of colleagues put some Comment on some ticket, - but in this case, by using this plugin, - if someone update Jira linked case - Kayako ticket, actually last activity fields is not changed, not updated.</p> <p>Could you please assist me, i believe there is some option, something that could let me know that Jira user updated case, case related/linked to Kayako's ticket? I could be satisfied if actions on this plugin change last activity and put ticket on the first place (display order)..</p> <p>Thank you in advance.</p> <p>Best regards,</p>		

History

03/22/2013 04:33 am - Amarjeet Kaur

Hi Bojan,

Thank you for providing your feedback. This feature is not provided in current version of JIRA App.

We will look into it and will update it in JIRA soon.

Thank you,
Amarjeet Kaur

03/22/2013 04:34 am - Amarjeet Kaur

- Tracker changed from Support to Feature