JIRA - Feature # 260: Include notification in Kayako when JIRA issue is updated

Status:	New	**Priority:**	Normal
Author:	Chris Plapp	**Category:**	
Created:	12 Aug 2013	**Assignee:**	
Updated:	20 Aug 2015	**Due date:**	
Subject:	Include notification in Kayako when JIRA issue is updated		
Description:	It would be really helpful to provide two improvements to really make this integration useful: * Allow for some icon in ticket view list so support staff can easily see which open tickets are linked to JIRA issues. * Our typical workflow involves closing the Kayako ticket once it has been connected to a JIRA issue. It would be really helpful to have the ticket automatically re-opened when the JIRA issue is updated or commented on, this will allow our support staff to be notified of changes. JIRA has the watch feature, but that is currently creating NEW tickets in Kayako because JIRA sticks its own subject line in the emails.		

History

11/14/2013 12:12 pm - Chris Plapp

Please take this up!

08/20/2015 08:51 am - Shiva THOMAS

See https://forge.kayako.com/issues/478 for the API.