Jira Service Management

The Jira Service Management integration imports requests from your service desk projects into Alchemer Voice as "Support case" conversations. You choose what to import with segments, each of which is a project plus an issue type. Nothing is written back to your service desk requests.

Connection shared with Jira

Jira Service Management uses the same Atlassian sign-in as the Atlassian Jira integration. If Jira isn't connected yet, clicking **Connect** on the Jira Service Management card takes you through the Atlassian sign-in first. Disconnecting Jira also disconnects Jira Service Management. Disconnecting only Jira Service Management leaves Jira connected.

Set up

Before you begin

- An Atlassian account that can approve access to the site and projects you want to import.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections** and find **Jira Service Management** under **Service management**.
2. Click **Connect**. If Jira isn't already connected, sign in to Atlassian and approve access.
3. When the card shows **Connected**, click **Settings**, then add a segment under **Issue segments** by choosing a **Project** and an **Issue type**.

Add one segment for each project and issue type combination you need. Deleting a segment stops further imports for it, and conversations already imported stay in Alchemer Voice.

What's imported

- Only issues that match an active segment.
- Issues become conversations when their status is in the Done category (for example Resolved or Closed). Issues still in progress aren't analyzed until they're done.
- Only public, customer-visible comments are imported, not internal comments.
- When you save a segment, all existing issues of that project and issue type are imported, not just recent ones.
- Alchemer Voice syncs with Jira every 5 minutes and also receives change notifications from Jira.

Troubleshooting

- **Authentication failed:** Atlassian no longer accepts Alchemer Voice's access. Click **Disconnect**, then **Connect** and approve access again.
- **Setup error:** Setup didn't finish. Click **Connect** to run it again.
- **No projects in the list:** Wait a few minutes after connecting for the first sync, then refresh. The account that approved access must be able to see the project.
- **"This segment is not yet configured":** Choose both a project and an issue type, then click **Save**.
- **A request is missing:** Check that its status is in the Done category and that its project and issue type match an active segment.

Permissions

Connecting Jira Service Management requires the **Manage connections** permission, which is normally held by admins. See Roles and permissions.

If you need help, contact Alchemer Support.

Related Articles