



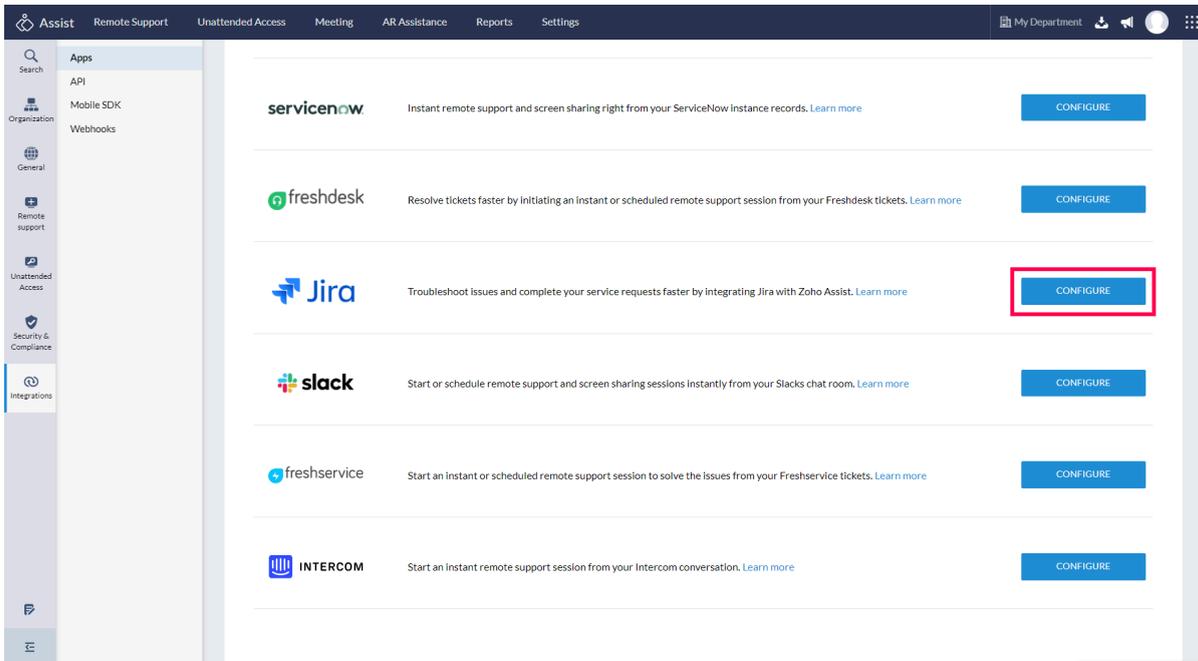
Jira

Make use of Zoho Assist integration with Jira and go that extra mile as an IT support technician by initiating remote support sessions right from your service requests. You can schedule sessions, and update the service request status at the completion of each session.

- [To install Jira in Zoho Assist](#)
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To install Jira in Zoho Assist:

1. Login to Zoho Assist.
2. Go to **Settings > Integrations > Apps**.
3. Click **Configure** beside **Jira**.



4. Click **Install** to install **Jira** in Zoho Assist.
5. Click **Accept** to allow Zoho Assist to access your Atlassian account.

To install Zoho Assist in Jira marketplace:

1. Login to your Jira account.
2. Go to Jira **Setting** > **Apps** > **Find new app**.
3. Look for **Zoho Assist Remote Support** app.
4. Click **Install** and select the domain name that you have been using with Zoho Assist to complete the integration process.

To initiate remote support sessions from service requests:

1. Open the service request to be resolved.
2. Click **START NOW** or **SCHEDULE** in the ticket menu bar at the right side to initiate an instant or scheduled remote support session.
3. The details of the scheduled session will be added as a comment below the particular service request. You can click on the comment to start the scheduled session anytime.
4. To reschedule a session click **View Scheduled Session**, now click **EDIT** below the session that is to be rescheduled.

The screenshot shows a Jira service request interface. The main content area displays the request details for 'Demo for mac notebook crash' (ID: IN-3). The status is 'WAITING FOR SUPP...'. The interface includes a sidebar with navigation options, a main content area with details, and a right-hand panel with 'Zoho Assist' integration options.

To update service request status:

1. Once the remote support session ends, a dialog box will open up.
2. You can update the ticket status from the drop-down given beside **Status**.

