JZoho Corporation

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.

- <u>To install Jira in Zoho Assist</u>
- To install Zoho Assist in Jira marketplace
- To initiate remote support sessions from service requests
- <u>To update service request status</u>

To install Jira in Zoho Assist:

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

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Q Search	Apps API			
Organization	Mobile SDK Webhooks	servicenow	Instant remote support and screen sharing right from your ServiceNow Instance records. Learn more	CONFIGURE
General Remote support		o freshdesk	Resolve tickets faster by initiating an instant or scheduled remote support session from your Freshdesk tickets. Learn more	CONFIGURE
Unattended Access		君 Jira	Troubleshoot issues and complete your service requests faster by Integrating Jira with Zoho Assist. Learn more	CONFIGURE
Security & Compliance		🕂 slack	Start or schedule remote support and screen sharing sessions instantly from your Slacks chat room. Learn more	CONFIGURE
		 freshservice 	Start an instant or scheduled remote support session to solve the issues from your Freshservice tickets. Learn more	CONFIGURE
B			Start an Instant remote support session from your Intercom conversation. Learn more	CONFIGURE
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- 4. Click Install to install Jira in Zoho Assist.
- 5. Click **Accept** to allow Zoho Assist to access your Atlaissian 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.

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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.**

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