

## MATRIX42 MARKETPLACE PRODUCTS

# Jira Connector

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## Description

The Matrix42 Jira connector offers a real-time synchronization of activities between the two systems Matrix42 and Jira.

The Jira Connector at a glance:



- Bidirectional interface between Matrix42 Service Desk and Jira (Jira Service Desk, Jira Software and Jira Cloud are supported)
- Synchronizes created and updated activities (Incident, Task, Service Request, Problem, Change, Ticket)
- Mapping of activity types, e.g. "Incident" in Matrix42 becomes "Issue" in Jira
- Mapping of activity status, e.g. "Closed" in Matrix42 becomes "Done" in Jira
- Provides a dynamic mechanism for synchronizing any attributes
- Comments / journals and attachments can also be synchronized
- Interface can be flexibly adapted to the customer's requirements, e.g:
  - Which tickets will be transferred?
  - Which category in Matrix42 belongs to which category in Jira?
  - Which attributes are synchronized?
  - Which actions, such as ticket acceptance, forwarding, pausing, etc., are relevant and should be synchronised?
  - Further customisations can be offered on request

#### Prerequisites:

- Network connection between "Matrix42 Enterprise Service Management" and Jira Server respectively internet access for Jira-Cloud
- Installation of the Jira connector on the "Matrix42 IT Software Asset and Service Management" server must be possible.
- Supported versions:
  - From Matrix42 Enterprise Service Management 9.1.0 (after consultation also previous versions)
  - From Jira Service Desk 4.3.3, Jira Software 7.0.0 or Jira Cloud (after consultation also previous versions if necessary)

## Additional information

<b>AppFabric Required</b>	No
<b>Digital Workspace Platform (DWP) Compatibility</b>	10.x, 11.x, 9.0, 9.1
<b>License metric</b>	Per User

<b>Manufacturer</b>	Cubefinity GmbH
<b>Contract type</b>	Subscription
<b>Product link</b>	<a href="https://marketplace.matrix42.com/product/jira-connector/">https://marketplace.matrix42.com/product/jira-connector/</a>