MATRIX42 MARKETPLACE PRODUCTS

Jira Connector – Per Named User

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Description

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Jira Connector

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

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

Manufacturer	Cubefinity GmbH
Contract type	Subscription
Product link	https://marketplace.matrix42.com/product/jira-connector-per-named-user/