

Configuring a Jira Cloud webhook for field syncing

What's my plan?

All Suites Team, Growth, Professional, Enterprise, or Enterprise Plus

Support Team, Professional, or Enterprise

When saving field mappings to enable field syncing, the Zendesk Support for Jira integration registers a Jira webhook. The webhook is designed to be triggered whenever a linked issue is updated, moved, or deleted by a user to inform the integration that data has changed and syncing may be required.

Jira Cloud doesn't automatically create webhooks by third-party add-ons like Zendesk Support for Jira. Jira administrators must manually create a webhook for field syncing to work properly.

This article includes the following topics:

- [Configuring a Jira webhook](#)
- [Configuring a Jira webook \(legacy Jira integration\)](#)

Configuring a Jira webhook

Follow these steps to configure a Jira webhook for field syncing. If you're using the legacy integration, see [Configuring a Jira webook \(legacy Jira integration\)](#).

Note: It is important that you follow these instructions carefully, including entering the correct webhook name.

To configure a Jira webhook

1. In Admin Center, click **Apps and integrations** in the sidebar, then select **Integrations > Integrations**.
2. Click the **Jira** link.

3. If you have multiple connections, click the name of the connection you are setting up.
4. Click the **Field mapping** tab.
5. Select **Turn on Jira to Zendesk sync**, then click **Copy webhook URL to clipboard**.
6. In Jira, click the **Settings** cog icon, and under **Jira Settings**, click **System**.
7. Select **Advanced** > **WebHooks** in the left navigation menu.
8. Click **Create a WebHook** in the upper-right of the screen.
9. Enter the following information:
 - **Name:** Enter (Zendesk add-on) Sync with Zendesk on issue update (do not change) - V2
 - **Status:** Select **Enabled**
 - **URL:** Enter your WebHook URL that you previously copied in Step 3. We have provided a convenient mechanism to get the WebHook URL with all placeholders replaced with the correct values for your Zendesk account.
 - **Secret:** Create the secret and paste it into the Field mapping tab when [setting up Zendesk to Jira field sync](#).
 - **Events:** labels = jira_escalated
 - **Issue:** Select **updated** and **deleted**
 - **Exclude body:** Do not select this option.

Name *

Status *
 Enabled Disabled

URL *

You can use the following additional variables in the URL: {attachment.id}, {board.id}, {comment.id}, {destinationIssue.id}, {destinationIssue.key}, {destinationProject.id}, {destinationProject.key}, {filter.id}, {issue.id}, {issue.key}, {issuetype.id}, {mergedVersion.id}, {modifiedUser.accountId}, {project.id}, {project.key}, {property.key}, {sourceIssue.id}, {sourceIssue.key}, {sourceProject.id}, {sourceProject.key}, {sprint.id}, {version.id}, {worklog.id}

[Read more](#)

Secret
 Record your secret somewhere secure. You won't be able to view or retrieve it once the webhook is saved.

Leave blank for no secret

Description

Events
Jira Software related events
 Events for sprints and boards

Sprint	Board
<input type="checkbox"/> created	<input type="checkbox"/> created
<input type="checkbox"/> deleted	<input type="checkbox"/> deleted
<input type="checkbox"/> updated	<input type="checkbox"/> updated
<input type="checkbox"/> started	<input type="checkbox"/> configuration changed
<input type="checkbox"/> closed	

Issue related events
 You can specify a JQL query to send only events triggered by matching issues. The JQL filter does not apply to events under the Issue link and Filter columns.

labels = jira_escalated

[Syntax help](#)

Issue	Worklog	Comment	Entity property	Attachment	Issue link	Filter
<input type="checkbox"/> created	<input type="checkbox"/> created	<input type="checkbox"/> created	<input type="checkbox"/> created or updated	<input type="checkbox"/> created	<input type="checkbox"/> created	<input type="checkbox"/> created
<input checked="" type="checkbox"/> updated	<input type="checkbox"/> updated	<input type="checkbox"/> updated	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input type="checkbox"/> updated
<input checked="" type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted				<input type="checkbox"/> deleted

10. Click **Save**. The WebHooks page displays the webhook details:

System
WebHooks

Search webhooks x Status v

2 webhooks found

(Zendesk add-on) Sync with ... ENABLED **(Zendesk add-on) Sync with Zendesk on issue update (do not change) - V2** ENABLED

Last updated: 30/Oct/25 9:00 PM by Karan Shah

URL
https://Z3nXX.zendesk.com/integrations/jira/external/webhooks?account_id=25338432&external_id=bd23b4f4-f4e6-4e3f-b8c1-7729f51f1a06

Secret
 Set

Events
Issue related events
 JQL: labels = jira_escalated
Issue: updated, deleted

Exclude body
 No

Transitions
 No linked transitions.

Configuring a Jira webhook (legacy Jira integration)

Follow these steps if you're using the legacy Jira integration.

To configure a Jira webhook (legacy integration)

1. Log in to Jira as an administrator, and in the top navigation bar, select **Apps > Manage your apps**.
2. Select **Zendesk Support for JIRA** in the accordion, then click **Configure**.
3. Select **Field Mapping** in the left navigation pane, then click **Copy webhook URL to clipboard**.
4. Click the **Settings** cog icon, and under **Jira Settings**, click **System**.
5. Select **Advanced > WebHooks** in the left navigation menu.
6. Click **Create a WebHook** in the upper-right of the screen.
7. Enter the following information:
 - **Name:** Enter (Zendesk add-on) Sync with Zendesk on issue update (do not change) - V2
 - **Status:** Select **Enabled**
 - **URL:** Enter your WebHook URL that you previously copied in Step 3. We have provided a convenient mechanism to get the WebHook URL with all placeholders replaced with the correct values for your Zendesk account.
 - **Events:** `labels = jira_escalated`
 - **Issue:** Select **updated** and **deleted**
 - **Exclude body:** Do not select this option.
8. Click **Save**. The WebHooks page displays the webhook details.