

Connecting your Jira instance to Zendesk

What's my plan?

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

Support Team, Professional, or Enterprise

Summary: ◀▼

Connect your Jira instance to enable support agents to create and manage Jira issues from tickets and allow product teams to view Zendesk tickets in Jira. Configure features like the Jira app, ticket view, and field sync for real-time updates. Admins must set up and manage connections, with options to edit or disconnect instances while retaining settings for future use.

The Jira integration for Zendesk offers a powerful solution that connects your product and support teams. To use the integration, first connect your Jira instance to Zendesk, as described in this article. Then, configure the integration according to your desired usage.

Information will be available soon for customers who have already installed and configured the legacy integration, including details on migrating to the new integration.

Note: This integration doesn't support Jira Data Center and Jira Server, as Atlassian is planning to discontinue these platforms. See Atlassian's announcements for [Jira Data Center](#) and [Jira Server](#).

This article includes the following topics:

- [Understanding the different ways to use the integration](#)
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- [Viewing and editing your connections](#)
- [Disconnecting your Jira instance](#)

Understanding the different ways to use the integration

After you've connected your Jira instance to Zendesk, the integration may require additional configuration, depending on how you plan to use it.

Allow support agents to view, link, and create Jira issues in Zendesk

Enable your customer service agents to manage Jira issues directly from Zendesk while they handle tickets. Consider setting up the following features:

- **The Jira app for Zendesk** allows agents to view and interact with linked Jira issues from the Zendesk ticket sidebar, facilitating direct collaboration with your product team. For example, if a customer reports a bug through a Zendesk ticket, the agent can immediately log the bug in Jira. After the issue is resolved, a developer can comment on the ticket from Jira, notifying followers and displaying updates in the Zendesk ticket sidebar.
- **Field sync** allows real-time data updates between Zendesk and Jira. For example, syncing a priority field ensures that both support and product teams are informed about the current progress and priority of issues.

Give Jira users visibility to customer-reported issues in Zendesk

Allow product teams to view Zendesk tickets directly in Jira, enabling them to investigate customer-reported issues more thoroughly. Consider setting up the following features:

- **Zendesk ticket view for Jira** provides product teams with real-time access to Zendesk tickets directly within Jira, allowing Jira users to view Zendesk ticket data in the Jira sidebar for issue context. Additionally, ticket view allows Jira users to add comments to linked Zendesk tickets in an issue's Activity tab.
- **Field sync** ensures that both systems have consistent and up-to-date information.

Considerations

- You must be a Zendesk Support admin and a Jira admin to set up your integration.

- If the Zendesk admin who connected the integration has their role downgraded, the integration will cease to function. It will require the integration to be disconnected, then reconnected in Admin Center by another Zendesk admin.
- The admin who connects the integration is displayed as the user performing field sync actions and posting comment replies within the integration.

Connecting your Jira instance

Set up and configure your integration in Admin Center. You should test the integration with your Zendesk and Jira sandbox environments first.

Multiple connections are supported. Repeat these steps for each instance you'd like to connect to Zendesk.

To connect Jira to Zendesk

1. In [Admin Center](#), click



Apps and integrations in the sidebar, then select **Integrations > Integrations**.

2. On the Integrations page, click **Jira**.
3. If you already have connections set up, they display in the connections list. To add another connection, click **Add connection**.
4. Select the type of Jira instance you'd like to connect: **Atlassian Cloud** or **Atlassian Government Cloud (AGC)**.

Apps and integrations > Integrations > Jira integration setup

Jira

Connect your Jira instance to seamlessly view and manage issues within Zendesk, link tickets and issues across platforms, and leverage both the Jira app in Zendesk Support and Zendesk ticket view in Jira.

[Learn about Jira integration](#)

Select which Jira instance to connect with

- Atlassian Cloud
- Atlassian Government Cloud (AGC)

Jira account URL* (required)

Enter your Jira account URL (e.g. youraccount.atlassian.net)

By connecting this integration you agree to the terms of use* [Built by Zendesk Terms of Use](#)

5. Enter your **Jira account URL** in the text field.

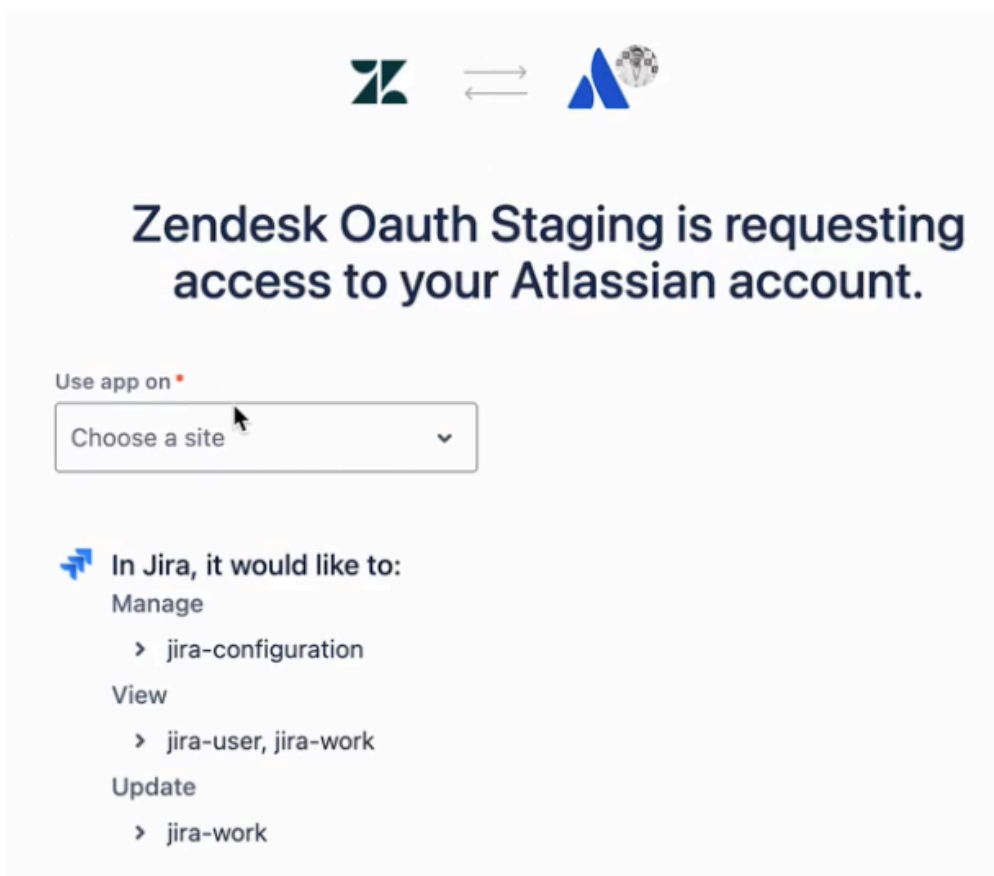
You must be an administrator of this account to connect the integration.

6. Select the checkbox to agree to the **Built by Zendesk Terms of Use**, then click **Connect Jira**.

You are directed to an authorization page.

7. In the **Use app on** menu, select the Jira account for which you entered the URL on the previous page.

This step grants Zendesk access to data in your Atlassian account.



8. Click **Accept**.

You are directed back to Admin Center. The new connection displays in the Jira connections list. The [Jira app for Zendesk](#) is now connected, but ticket view and field mapping are inactive.

Next, click the options menu icon (



) next to the Jira instance and click **Configure** to set up the integration, depending on how you plan to use it. See [Understanding the different ways to use the integration](#).

Viewing and editing your connections

Use the Integrations page in Admin Center to view and edit your Jira connections with Zendesk.

To view or edit your Jira connections

1. In [Admin Center](#), click



Apps and integrations in the sidebar, then select **Integrations > Integrations**.

2. On the Integrations page, click **Jira**.

The connections appear in a list. Each connection displays which features are active: Support app, Ticket view, and Field mapping.

3. To edit the connection name or view details, click the name of a connection.
4. Make changes as needed, then click **Save**.

Disconnecting your Jira instance

You can disconnect your Jira instance from Zendesk in Admin Center. After it's disconnected, your configuration settings are still retained if you decide to connect to the same instance.

Each time you connect to a new or previously connected instance, you must activate the following features, if applicable to your setup:

- [The Jira app for Zendesk](#)
- [Zendesk ticket view for Jira](#)
- [Field sync](#)

To disconnect a Jira instance

1. In [Admin Center](#), click



Apps and integrations in the sidebar, then select **Integrations > Integrations**.

2. On the Integrations page, click **Jira**.

3. Click the options menu icon (



) next to the Jira instance you want to disconnect, then click **Disconnect**.