

MATRIX42 MARKETPLACE PRODUCTS

Jira Connector

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

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

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|---|----------------------|
| AppFabric Required | No |
| Digital Workspace Platform (DWP) Compatibility | 10.x, 11.x, 9.0, 9.1 |
| License metric | Per User |
| Manufacturer | Cubefinity GmbH |

| | |
|----------------------|---|
| Contract type | Subscription |
| Product link | https://marketplace-preview.matrix42.com/product/jira-connector/ |