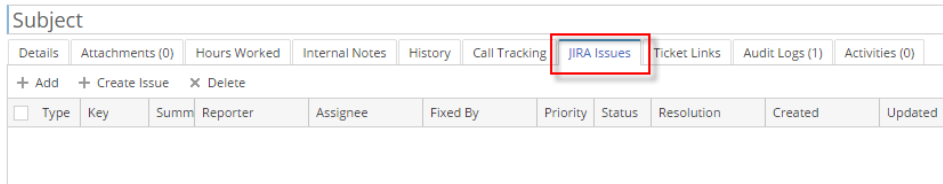


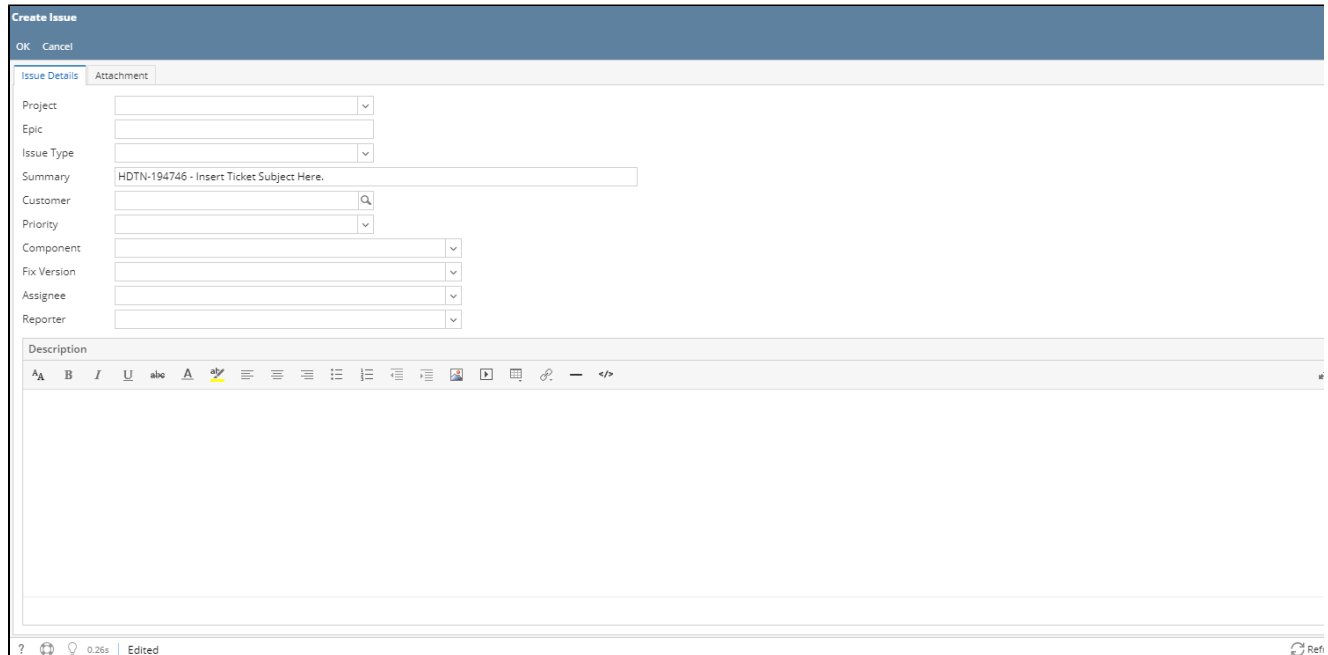
How to Add and Create JIRA Issue

How to Create JIRA issue. This is available for i21 Agent only.

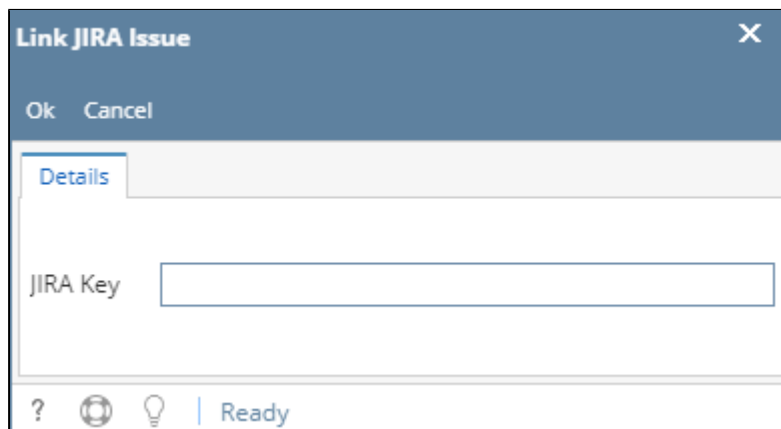
1. Click on **Create Issue** button from Ticket | **JIRA Issues** tab.



2. Create Issue screen will be opened. The fields such as **Project**, **Issue Type**, **Customer**, **Priority**, **Component**, **Fixed Version**, **Assignee**, **Reporter** drop downs will display configured data from the JIRA application.



3. Enter **Summary** and **Description**.
4. Click **OK** to save the issue on the JIRA web application and will display the issue in the Ticket | **JIRA issues** tab.
5. To add an existing JIRA issue, click Add button. Add JIRA Issue screen will appear, provide the JIRA key then click Ok button. If JIRA is existing, JIRA will be added to the grid.



How to Create JIRA issue

1. Click on **Create Issue** button from Ticket | **JIRA Issues** tab. This is available for i21 Agent only.

