Grazitti Interactive®
Marketing for Digital Natives

Salesforce Service Cloud – Jira Connector

INCREASED COLLABORATION. SWIFTER CASE RESOLUTION. HAPPIER CUSTOMERS.

Grazitti's Salesforce-Jira Connector enable seamless and controlled bidirectional flow of information between your Salesforce Service Cloud and Jira software instance. By setting up a reliable connection between your customer support and product/engineering teams, it empowers them to easily share information and track updates to quickly resolve customer cases. The objective of this connector is to improve collaboration between customer support and engineering/product teams.

salesforce registered consulting **partner**

salesforce registered ISV **partner**

Salesforce-Jira Connector from Grazitti enables

Support Agents to:
- Quickly escalate cases to engineering/product team
- Easily track Jira issue status within Salesforce Service Cloud without logging into Jira
- Provide the required information timely to the customer

Engineering/Product Team to:
- Get 100% visibility into customer cases
- Take actions quickly
- View the comments from customer and support agents, and can add the attachments too.

Some of Our Customers

PatientKeeper®   Clinicient   VENDINI

Benefits

- Faster Case Resolution

- Transparency in the Reported Customer Cases

- Increased Customer Support Productivity

- Higher Customer Satisfaction Rate

- Improved Customer Engagement

- Better SLA Compliance

Features

1. **Manage Jira issues from Salesforce:** Create, link, clone, update, view status of, and search Jira issues directly from your Salesforce instance

2. **Sync bidirectional flow of information:** Enable auto sync of comments and attachments or push information manually

3. **Configure Case and Issue mapping:** Create one-one and many-many relationship between your Salesforce service cloud & Jira instance

4. **Arrange Jira issues properly:** Automatically arrange newly created Jira issues in the right project and under the right component using predefined rule sets

5. **Exchange right information:** Leverage fields, validation sections to ensure that all the required information is shared in the Jira issue with the engineering/product team

Deployment Environment

- **Salesforce Service Cloud:** Supports all the versions of Service Cloud including Lightning Professional, Lightning Enterprise, and Lightning Unlimited

- **Atlassian Jira Software:** Supports both 'on-premise' and 'on-cloud' versions
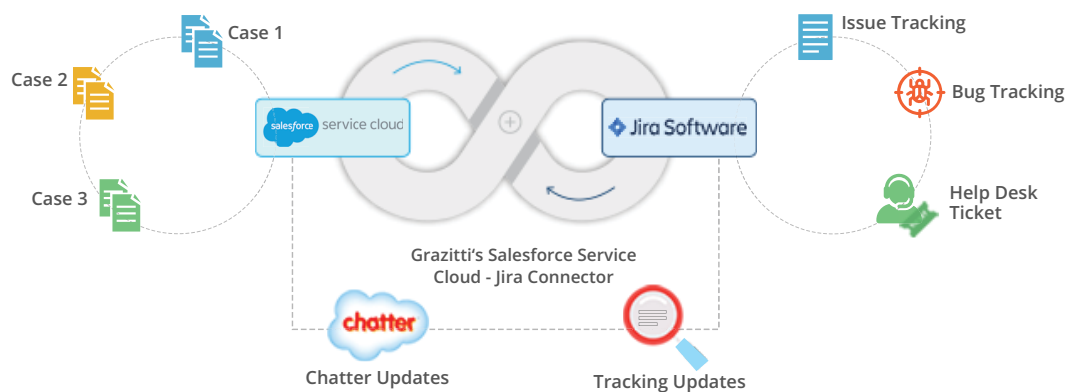
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About Us

Grazitti Interactive is a digital innovation leader with extensive experience in developing solutions that unlock data insights, increase operational efficiency, and drive customer success. Our experts enable companies of all sizes, including Fortune 500 enterprises, implement, customize, configure, optimize, integrate, and manage solutions like CRM, Marketing Automation, and Online Communities and Analytics.