

# Advanced

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# View Link History

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## **Step 1:**

Install the Appvibe Freshdesk Integration app from the Jira Marketplace to enable linking between Jira issues and Freshdesk tickets.

## **Step 2:**

Within a Jira issue, link a Freshdesk ticket by using the integration features provided by the app. This action will be tracked and stored.

## **Step 3:**

Any modification to the Freshdesk link within the Jira issue is automatically recorded and stored in the history.

## **Step 4:**

Access the stored history either at the link level or Jira issue level. This history is available for viewing at any time.

# Link Permissions

## Step 1:

Go to the Appvibe Freshdesk Integration configuration page, or click "permission" from within the link settings in a Jira issue.

## Step 2:

Select the desired permissions for each user. Choose one of the following permissions:

- **Viewer:** Users with view permission can see the link in the Jira issue.
- **Editor:** Users with edit permission can add, edit, or remove links in the Jira issue.
- **Admin:** Users with admin permission can manage link permissions for other users.