Appvibe Freshdesk Integration

Overview of Features

Key Features

Feature 1:
Add Links:
Embed Freshdesk links directly into Jira issues for quick access to spreadsheets. This feature ensures you have all the necessary data at your fingertips without leaving the Jira interface, streamlining your workflow.

Feature 2:
Edit Links:
Update or modify embedded Freshdesk links as the spreadsheet changes. Keep your data current and relevant by ensuring the links always point to the latest version of your Freshdesk spreadsheets.

Feature 3:
Remove Links:
Remove links when they are no longer relevant. Simplify your Jira issues by keeping only necessary links and reduce clutter by easily removing outdated or obsolete links.

Feature 4:
View Links in Preview and Full Screen:
Preview Freshdesk content within Jira or expand it to full screen for a comprehensive view. This flexibility allows users to view detailed information without navigating away from their current task.

Feature 5:
Sort Links:
Organize Freshdesk links by custom criteria, name, or date. This feature provides an efficient way to manage multiple links and quickly locate the information you need.

Feature 6:
Realign Links:
Adjust the positioning of Freshdesk links within the Jira issue. Personalize your workspace by reordering links to match your workflow preferences and enhance accessibility.

Feature 7:
View Links in List or Tile View:
Toggle between list or tile layout for viewing links. Choose the best view for your needs, whether it's a compact list or a more visual tile layout, enhancing the way you interact with the data.

Feature 8:
Manage Permissions:

Control who can view and interact with Freshdesk links embedded in Jira. Ensure data security and relevance by managing user permissions, giving the right people the right access.

Feature 9:
View Link History:

Access the history of changes made to each Freshdesk link. Maintain a transparent and accountable record of modifications to track link updates and reasons for changes.

Getting Started

Installation

Step 1:

Log in to Jira with Admin privileges.

Step 2:

Open the Atlassian Marketplace by clicking on Apps → Explore more apps in Jira.

Step 3:

Search for **Appvibe Freshdesk Integration** using the search bar.

Step 4:

Install the App by clicking Get app or Try it free. Confirm the installation and grant the required permissions.

Step 5:

Configure the App by going to Manage Apps in the Admin section to ensure it's enabled. The panel will now appear in your Jira issue view.

Step 6:

Start Using the App by opening any Jira issue to view, add, or manage Freshdesk links directly.

Working with Links

Add a Link

Step 1:

Inside a Jira issue, click the "Add" button. A form will appear inline, allowing you to enter:

- **Embedded URL** – The link to your Freshdesk design.
- **Title** – A meaningful name for the design. (optional)

Step 2:

Click the Add button again to add your Freshdesk link to the Jira issue.

View a Link

Step 1:

Inside a Jira issue, locate the link you wish to view and click the view icon associated with that link.

Step 2:

An inline popup will appear displaying your Freshdesk. You can also click to enable full screen viewing.

Edit a Link

Step 1:

Inside a Jira issue, find the link you want to edit and click "Edit" from the link dropdown. A form will appear inline, allowing you to edit the following:

Step 2:

- **Embedded URL:** The link to your Freshdesk design.
- **Title:** A meaningful name for the design. (optional)

Click the save button again to add your Freshdesk link to the Jira issue.

Delete a Link

Step 1:

Inside a Jira issue, locate the link you wish to remove.

Step 2:

Navigate to the link and click the menu for that link.

Step 3:

Select Delete from the menu options.

Step 4:

You will be prompted to confirm if you want to delete this Freshdesk link.

Advanced

View Link History

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.
- **Editer:** 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.

Help

FAQ

What if the Freshdesk link doesn't load?

Ensure the link is public and accessible. If Freshdesk blocks embedding, try opening it in a new tab.

Can I add multiple links to one issue?

Yes, you can add multiple Freshdesk links to each Jira issue.

How secure are my Freshdesk links?

All links and related meta data are stored within In Atlassian's Forge platform. Our app data is stored using Forge's hosted storage solutions, which are integrated into Atlassian's cloud infrastructure. This setup ensures that app data benefits from the same data residency features as Atlassian's core products, allowing administrators to control where the data is hosted.

Support

Support and Contact

Overview:

We are committed to assisting you. The Appvibe Freshdesk Integration app streamlines the management and accessibility of Freshdesk assets within Jira. By offering smooth embedding, your team can maintain their focus on projects without the need to toggle between different applications.

Support Contact:

For additional support, please contact your Jira administrator or visit our Support Page at

https://www.appvibe.com/support