Advanced

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View Link History

Step 1:

Install the Appvibe ServiceNow Integration app from the Atlassian Marketplace into your Jira instance to enable the link tracking feature. Ensure that your Jira and ServiceNow systems are correctly configured to establish a smooth connection.

Step 2:

Each time a ServiceNow link is edited within a Jira issue, Appvibe ServiceNow Integration automatically records and stores these modifications. This history is maintained at both the link level and the Jira issue level, allowing you to review the detailed record of changes anytime via the history view in the app.

Link Permissions

Step 1:

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

Step 2:

Select the desired permissions for each user. All users can be assigned 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.