

Appvibe Zendesk Integration

- [Overview of Features](#)
 - [Key Features](#)
- [Getting Started](#)
 - [Installation](#)
- [Working with Links](#)
 - [Add a Link](#)
 - [View a Link](#)
 - [Edit a Link](#)
 - [Delete a Link](#)
- [Advanced](#)
 - [View Link History](#)
 - [Link Permissions](#)
- [Help](#)
 - [FAQ](#)
- [Support](#)
 - [Support and Contact](#)

Overview of Features

Key Features

Feature 1:

Add Links: Embed Zendesk links directly into Jira issues for quick access to spreadsheets. This facilitates seamless navigation and allows team members to access relevant Zendesk documentation or spreadsheets directly from their Jira dashboard.

Feature 2:

Edit Links: Have the flexibility to update or modify embedded Zendesk links as the spreadsheet content changes. This ensures that the information is always current and corresponds with the project's evolving status.

Feature 3:

Remove Links: Easily remove links when they are no longer relevant, keeping your Jira issues clean and focused. This feature helps in maintaining clarity and prevents clutter in the project documentation.

Feature 4:

View Links in Preview and Full Screen: Preview Zendesk content directly in Jira or expand it to full screen for a more detailed view. This enhances the user experience by providing multiple viewing options.

Feature 5:

Sort Links: Organize Zendesk links by custom criteria, name, or date. This aids in efficiently managing and locating specific links pertinent to the Jira issue.

Feature 6:

Realign Links: Adjust the positioning of Zendesk links within the Jira issue to better align with your workflow and ensure that the most important documents are quickly accessible.

Feature 7:

View Links in List or Tile View: Toggle between list or tile layout for viewing links, providing flexibility in how information is displayed to suit different user preferences.

Feature 8:

Manage Permissions: Control who can view and interact with Zendesk links embedded in Jira. This feature maintains access security and ensures that sensitive information is only visible to authorized personnel.

Feature 9:

View Link History: Access the history of changes made to each Zendesk link, allowing users to

track modifications over time and understand the evolution of shared information.

Getting Started

Installation

Step 1:

Log in to Jira

Ensure you are logged in with Admin privileges.

Step 2:

Open the Atlassian Marketplace

In Jira, click on Apps → Explore more apps to open the Marketplace.

Search for **Appvibe Zendesk Integration**

Use the search bar to find the app.

Step 3:

Install the App

Click Get app or Try it free.

Confirm the installation and grant the required permissions.

Step 4:

Configure the App

Once installed, go to Manage Apps in the Admin section to ensure it's enabled.

The panel will now appear in your Jira issue view.

Step 5:

Start Using the App to add and view links for Zendesk

Open any Jira issue to view, add, or manage Zendesk 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 Zendesk design.
- **Title** – A meaningful name for the design. (optional)

Step 2:

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

View a Link

Step 1:

Inside a Jira issue, find the link you want to view.

Step 2:

Click the view icon for that link. An inline popup will appear showing your Zendesk. You can also [click this](#) for full-screen viewing.

Edit a Link

Step 1:

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

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

Step 2:

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

Delete a Link

Step 1:

Navigate to the link within the Jira issue.

Step 2:

Click the menu for that link and select Delete.

Step 3:

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

Advanced

View Link History

Step 1:

Open the Appvibe Zendesk Integration within your Jira app. Ensure that the integration is correctly configured to manage Zendesk links within your Jira issues.

Step 2:

Modify any Zendesk link within a Jira issue. All changes to the link will automatically be tracked and stored.

Step 3:

To view the modification history, navigate to the specific Jira issue or link. The complete history of changes will be available for review at any time.

Link Permissions

Step 1:

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

Step 2:

Select the desired permissions for each user:

- **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.

Help

FAQ

What if the Zendesk link doesn't load?

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

Can I add multiple links to one issue?

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

How secure are my Zendesk links?

All links and related meta data are stored within 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:

Streamline your workflow with the Appvibe Zendesk Integration, a robust Jira app designed to simplify Zendesk ticket management within Jira. By embedding Zendesk features directly into your Jira interface, it enables your team to concentrate on their work without the hassle of toggling between platforms.

Support Contact:

For additional help, please reach out to your Jira administrator, or visit our Support Page at <https://www.appvibe.com/support>