4me®

The **Complete**
Service Management Platform

Jira Integration

Accounts

1. **What is the ideal account structure you suggest using for this integration?**

This is completely dependent on the specific requirements. Basically, we recommend creating a separate, trusted
4me account for integration with service providers.

2. **Would you suggest an intermediate 4me account to link to Jira or rather install the Jira app directly on the main 4me account?**

Absolutely! The party to be integrated, i.e., the service provider, should have its own 4me account.
Even if no real work is done in this account.

3. **What if you need to link one 4me account to multiple external vendors that use Jira?**

The app must be installed in each instance.
Thanks to the 4me architecture, in this case we have a separate 4me account for each external service provider, which then gets
the Jira app installed and licensed if necessary.

Functionality

4. **So updates in Jira are not transmitted to 4me in the freemium version?**

Correct. Besides the initial response from Jira ("Jira ticket 123 has been created." or similar), no other data is exchanged
in the freemium version.

5. **Would adding internal notes in Jira update the internal notes in 4me?**

No, this is a legitimate feature request, though - thank you!

6. **Is it possible to transfer the attachments in the note?**

File attachments from 4me to jira are transferred with the note, but then assigned to the ticket for technical reasons, not to the
comment created. Inline images, on the other hand, are displayed in both the comment and the ticket.

7. **Is it possible to transfer requests from 4me to Jira by placing a 4me request into a team, as opposed to having an Si?**

Yes, we have implemented this option (team-mapping) – but exclusively for tasks from within 4me.

8. **Are ticket status changes bidirectional?**

Our app is generic, which means that we allow our customers to freely design different notes by using placeholders.
Through automations in both endpoints, these notes can then also trigger the desired status change. Among many other things!
A definite status mapping would limit the app too much.

Premium Version

9. **So you can raise a service request from Jira. What other functionalities does the integration cover? What additional features come with the premium version?**

See the Expertize landing page.
With freemium you can create a ticket from within 4me in Jira. Including the transfer of attachments and the formatting of text.
Premium allows multi-mapping of service instances to Jira projects. In addition, notes can be automatically translated into a target language.
For more information, please refer to our landing page.

Premium Version continued...

**10. The premium version appears to be able to integrate with the on-premise version of Jira –
is it as straight-forward to set up as the cloud version? Or does it require assistance by Expertize?**

Technically, yes. However, configuration is certainly necessary, for example on the firewall. So yes, we know that support is necessary, but we don't know the exact scope. Set up support is free of charge.

11. How much does premium cost?

€299 per month with a yearly payment. Small Business Pricing may be available upon request (case by case)

Integrations

12. What about integration with Jira scrum boards

Currently, it is not possible to assign Jira work items directly to a board during creation. However, we will also include this point for evaluation in our list of feature requests - thank you!

13. Are there plans to integrate 4me with JSM (Jira Service Management)?

Yes, that works. The demo in the webinar was with Jira Service Management.

Other

14. Will it be available for on-premises 4me installations?

This is untested, but in all expectation it will not work out of the box. Nevertheless, have a chat with us, we can make it happen!

**15. Is it possible to organize a similar webinar about integration with Azure DevOps?
This one was fantastic knowledge transfer and shows us how easy this integration is.**

The app will enter the test phase at the beginning of May and is expected to be released at the end of May.
A webinar is then planned for early June, around the 4me Connect event.