



Jira, meet Microsoft Teams

“ [...] We must move from monolithic suites and disconnected data silos to modern, modular apps with a common data model. You need a platform approach.



*Microsoft CEO
Satya Nadella*

Speaker



Patrick Schüßler

Partnermanager & Solution Expert
@yasoon

Worum geht's?



Nahtlose Tool-Integration

So können Microsoft Teams und Jira mit all ihren Stärken integriert werden.



Effiziente Teamarbeit

So funktioniert tool-übergreifende Kollaboration und Kommunikation.



Saubere Dokumentation

Alles ist in Jira und MS Teams nachvollziehbar dokumentiert.

About yagoon



Mannheim,
Germany

About yasoon



7.000 +
Kunden weltweit



10+ Jahre
Erfahrung im Atlassian
Ökosystem



Platinum
Marketplace Partner

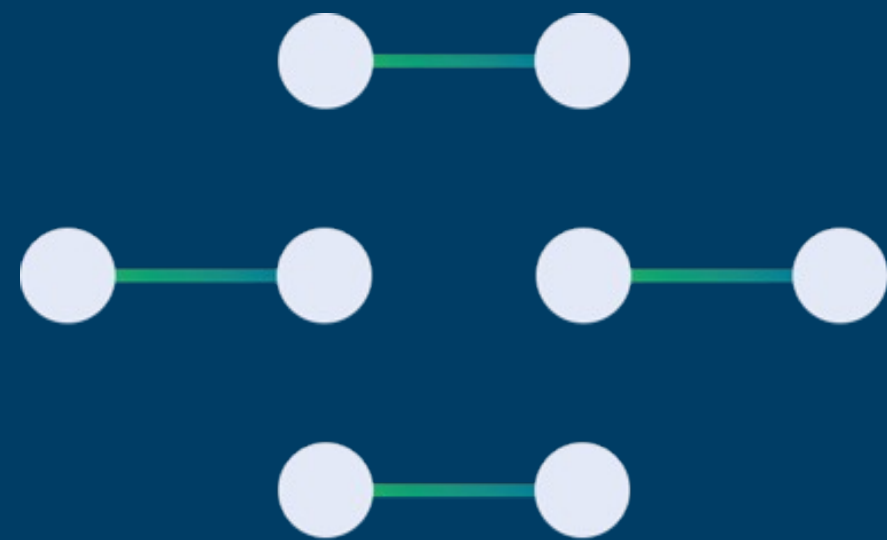


ATLASSIAN
Jira

Standard Integrationen von Atlassian

- Jira Automation
- Jira Cloud for Microsoft Teams
- Atlassian Assist (JSM Fokus)
- Atlassian ChatOps (Incident Management)

Standard Integrationen von Atlassian



Alleinstehende Features

- Kostenlos
- Fokus auf Nutzung in Jira
- Interaktionen ohne Kontext

Wie lassen sich Microsoft
Teams und Jira noch besser
miteinander verbinden?

Microsoft 365 for Jira

- **Gleichwertige Betrachtung** von Jira und Microsoft
- **Mehr Features** als die reine Teams-Integration
- **Individuelle Konfiguration** mit Templates und Automation
- **Kostenlos** für bis zu 10 User, bezahlte Lizenz für größere Teams



Kontextuale Features

#1 Starte einen Chat in Jira

ChatOps vs. Microsoft 365 for Jira

ChatOps



Back

CHATOPS-7

A virus or malware bug



















 Miriam Graham raised this request via Jira

[View request in portal](#)

[Hide details](#)

Description

Isn't working as expected

Affected services ⓘ

[+ Add service](#)

Urgency

None

Impact

None

Similar requests



Activity

Show: [All](#) [Comments](#) [History](#) [Work log](#) [Approvals](#)

Newest first ⌵



[Add internal note](#) / [Reply to customer](#) / [Inform stakeholders](#)



Pro tip: press **M** to comment







SLAs

Today 16:20 ⌚ Time to first response within 2h

Tomorrow 10:20 ⌚ Time to resolution within 4h

Details

Assignee	 Pradeep Gupta
Reporter	 Miriam Graham
Request Type	ⓘ Report a system problem
Priority	== Medium
Knowledge base	 2 related articles
Major incident ⓘ	<input type="checkbox"/> ×
Responders	0 Responders
Severity	None
Affected hardware	None
Linked alerts	View
Chat channel	Create channel
Microsoft Teams	Create chat or meeting
Zoom	Connect account
Conference call	Start call 

Back

CHATOPS-7

A virus or malware bug

Miriam Graham raised this request via Jira

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Affected hardware	None
Linked alerts	<div>View</div>
Chat channel	<div>Create channel</div>
Microsoft Teams ⚡	<div>Create chat or meeting</div>
Zoom	<div>Connect account</div>
Conference call	<div>Start call </div>
Stakeholders	0 Stakeholders

▼ Pinned

 Pradeep Gupta (You)

Miriam Graham 2/21
Hi Pradeep, I saw an error on the website. Could ...

▼ Recent

CHATOPS-7 2:22 PM
Atlassian ChatOps: Sent a card


Laptop crashes (ITSM-199) 3/3
Miriam: Great, thx

CHATOPS-3 3/2
Atlassian ChatOps: Sent a card

Atlassian ChatOps 3/2
Sent a card

 New checkout service (DEVS-126) 3/1
You: Test Posted from Jira issue DEVS-126

 Laptop crashes (ITSM-198) 2/28
Miriam: Hi Pradeep, designer tools arent working...


 Laptop crashes (ITSM-195) 2/17
Miriam: Laptop crashes always when opening de...

Test (ITSM-194) 2/17
Miriam: Hey Pradeep, thank you man

Super issue - Miriam 2/14
You: Test

Test Patrick 1/27
Miriam: This is a task

Automate things (DEVS-120) 1/18
You: The bugfix is live now

 Clone Bug fix - time zones calendars (... 1/18
You: Yoo Lee Posted from Jira issue DEVS-58

 Smart Connect for Jira 1/16
We have some great guides in our help portal, c...

 Help needed (ITSM-182) 1/4
You: Here's a chat, will it change the status? Poste...

New payment service (ITSM 180) 1/4

 Pradeep Gupta added Miriam Graham to the chat.

 Pradeep Gupta changed the group name to CHATOPS-7.

 Pradeep Gupta added **Atlassian ChatOps** here.

Atlassian ChatOps 2:22 PM

CHATOPS-7

A virus or malware bug

Issue type	Incident
------------	----------

Created by Pradeep Gupta

Created on Today 2:20 PM

Assignee Pradeep Gupta

Priority Medium

Status Open

Description

Isn't working as expected

Update priority

Assign to me

Type a new message

 CHATOPS-7
Sent a card

← Reply

Microsoft 365 for Jira

A virus or malware bug

Miriam Graham raised this request via Jira

Hide details

View request in portal

Description

Isn't working as expected

Affected services ⓘ

+ Add service

Urgency

None

Impact

None

Similar requests

...

▼

Activity

Show:

All

Comments

History

Work log

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Newest first ⌵

Add internal note

 /

Reply to customer

 /

Inform stakeholders

Pro tip: press **M** to comment

Open ▾

SLAs

^

Today 16:20 ⌚

Time to first response within 2h

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Time to resolution within 4h

Details

^

Assignee

Pradeep Gupta

Reporter

Miriam Graham

Request Type

ⓘ Report a system problem

Priority

== Medium

Knowledge base

2 related articles

Major incident ⓘ

Responders

1 Responder

Severity

None

Affected hardware

None

Linked alerts

View

Chat channel

Create channel

Microsoft Teams

Join CHATOPS-7

×



Pinned

- Pradeep Gupta (You)
- Miriam Graham 2/21
Hi Pradeep, I saw an error on the website. Could ...

Recent

- A virus or malware bug (CHATOPS-7) ...
You: Message from Jira Posted from Jira issue ...
- CHATOPS-7 2:23 PM
Atlassian ChatOps: Sent a card
- Laptop crashes (ITSM-199) 3/3
Miriam: Great, thx
- CHATOPS-3 3/2
Atlassian ChatOps: Sent a card
- Atlassian ChatOps 3/2
Sent a card
- New checkout service (DEVS-126) 3/1
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Miriam: Hi Pradeep, designer tools arent working...
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Miriam: Laptop crashes always when opening de...
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- Test Patrick 1/27
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- Clone Bug fix - time zones calendars (...) 1/18
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- Smart Connect for Jira 1/16
We have some great guides in our help portal, c...
- Help needed (ITSM-182) 1/1



Pradeep Gupta added Miriam Graham to the chat.



Pradeep Gupta changed the group name to A virus or malware bug (CHATOPS-7).

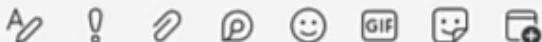
2:24 PM

Message from Jira

Posted from Jira issue [CHATOPS-7](#)




Type a new message



#2 Automation

**Standard-Automation vs. erweiterte
Automation**

Standard-Automation

 **Test ChatOps**
Service project

 Back to project settings

AUTOMATION

Automation

Legacy automation

Projects / Test ChatOps / Project settings / Automation

Automation

Global administration














Create rule


...

Rules


Audit log

Library

Filter rules	Name ↕	Labels	Owner	Projects	Enabled
 All rules	Jira notification		 Pradeep Gupta	 Test ChatOps	<input checked="" type="checkbox"/>
 Global rules	When a change request is created → then attach the default change management form	CM	 Pradeep Gupta	 Test ChatOps	<input type="checkbox"/>
 Project rules	When a low risk change management request is in review → then move request to approved	CM	 Pradeep Gupta	 Test ChatOps	<input type="checkbox"/>
 Change management	yasoon Jira notification		 Pradeep Gupta	 Test ChatOps	<input checked="" type="checkbox"/>
 Add label					

 Test ChatOps

Service project



Back to project

Incidents

STARRED

Select the star icon next to your queues to add them here.

TEAM PRIORITY

Open incidents

2

My incidents

1

Major incidents

0

Resolved incidents (last 7 ...)

1

Opsgenie incidents



 Manage queues


 Give feedback


 Back


 CHATOPS-9


Email malfunction




















 Lee Gu raised this request via Jira

[View request in portal](#)

Hide details

Description

Doesn't work

Affected services ⓘ

Urgency

None

Impact

None

+ Add service

Similar requests

... ▾

Activity

Show:

All


Comments

History

Work log

Approvals

Newest first ⌵




Add internal note

 /

Reply to customer

 /

Inform stakeholders



Pro tip: press **M** to comment



 1







Open ▾

SLAs

^

Today 16:57 ⌚

Time to first response within 2h


Tomorrow 10:57 ⌚

Time to resolution within 4h


Details

^

Assignee

 Pradeep Gupta

Reporter

 Lee Gu


Request Type

ⓘ Report a system problem

Priority

== Medium

Knowledge base

 Search or create an ar...

Major incident ⓘ

☐ ×

Responders

0 Responders

Severity

None

Affected hardware

None

Linked alerts

View

Chat channel

[Create channel](#)

Microsoft Teams

[Create chat or meeting](#)

Erweiterte Automation

Jira

Your work

Projects

Filters

Dashboards

People

Plans

Assets

Apps

Create

Q

Search

3

?

Apps

ATLASSIAN MARKETPLACE

Find new apps

Manage apps

App requests

Promotions

OAuth credentials

MICROSOFT 365 FOR JIRA

Getting started

Activate features

Automation

Templates

Teams settings

Email settings

Meetings settings

To Do settings

Calendar settings

EXTENSION FOR JSD

Get Started

Bundled fields

Automation

Create action

Back to overview

Create Teams chat

Send a message in a Teams chat and include the participants of your choice.

Create Teams conversation

Post a message in a Teams channel of your choice.

Reply Teams conversations

Add a comment to all Teams conversations linked to the issue.

Backup Teams messages

Add a backup file for each chat and channel conversation to the Jira issue.

Send bot message

Send a bot message to a user, who has installed the bot.

Create Outlook meeting


Send a meeting to the participants of your choice.

COMING SOON


Send email

Send an email to the recipients of your choice.

COMING SOON

 Test ChatOps

Service project



Back to project

Incidents

STARRED

Select the star icon next to your queues to add them here.

TEAM PRIORITY

Open incidents

2

My incidents

1

Major incidents

0

Resolved incidents (last 7 ...)

1

Opsgenie incidents



 Manage queues


 Give feedback


 Back


 CHATOPS-9


Email malfunction




















 Lee Gu raised this request via Jira

[View request in portal](#)

Hide details

Description

Doesn't work

Affected services ⓘ

Urgency

None

Impact

None

+ Add service

Similar requests

... ▾

Activity

Show:

All


Comments

History

Work log

Approvals

Newest first ⌵




Add internal note

 /

Reply to customer

 /

Inform stakeholders



Pro tip: press **M** to comment



 1







Work in progress ▾

SLAs

Today 16:57 ⌚


Time to first response within 2h

Tomorrow 10:57 ⌚


Time to resolution within 4h

Details

Assignee

 Pradeep Gupta

Reporter

 Lee Gu


Request Type

ⓘ Report a system problem

Priority

🟡 Medium

Knowledge base

 Search or create an ar...

Major incident ⓘ

☐ ⓘ

Responders

1 Responder

Severity

None

Affected hardware

None

Linked alerts

View

Chat channel

[Create channel](#)

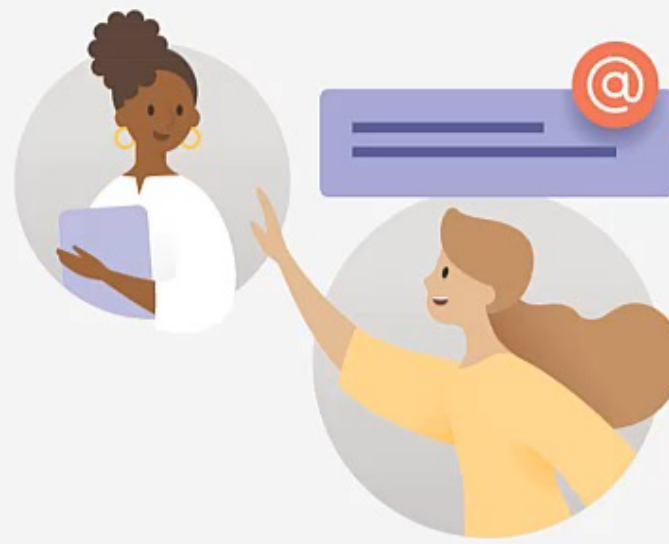
Microsoft Teams

[Create chat or meeting](#)

#3 Erstelle neue Vorgänge in Microsoft Teams

Jira Cloud vs. Smart Connect

Jira Cloud for Microsoft Teams



Let's get the conversation started

Try @mentioning people you want to collaborate with, or add some tabs to customize your space.



Polly



Freeha...



Kahoot!



Add tab



Lee Gu 1:03 PM

Hey all,

Atlassian Team23 is around the corner, **Pradeep Gupta** please schedule a kick-off-meeting to discuss the further steps.

Thanks,

Lee

↩ Reply



Atlassian Team 23

Software project

PLANNING

- Roadmap
- Board

DEVELOPMENT

- Code

- Project pages
- Outlook calendars
- Microsoft To Do
- Add shortcut
- Project settings

Projects / Atlassian Team 23 / Add epic / TEAM23-6

Atlassian Team 23 - Kick-off meeting

- Attach
- Add a child issue
- Link issue
-
- Start conversation
- Send Email
- Schedule meeting
-

Description

Hey all,

Atlassian Team23 is around the corner, Pradeep Gupta please schedule a kick-off-meeting to discuss the further steps.

Thanks,

Lee

[View original message posted by Lee Gu on 3/7/2023, 1:03:52 PM](#)

Activity

Show:

All

Comments

History

Newest first

Add a comment...

Pro tip: press **M** to comment

1

To Do

Details

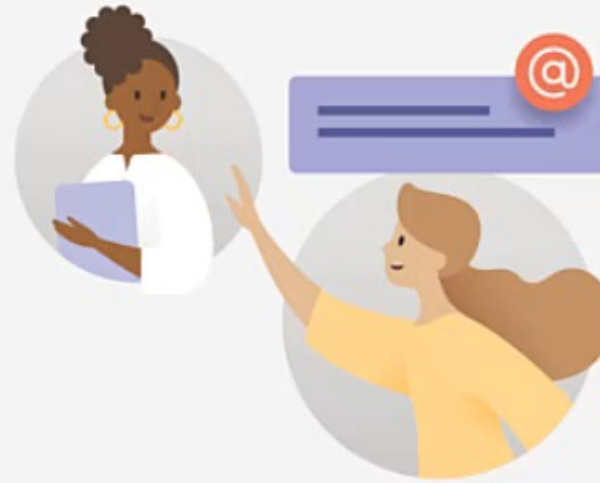
Assignee	<div></div> Unassigned Assign to me
Labels	None
Reporter	<div></div> Pradeep Gupta
Automation	<div></div> Rule executions
People and meetings	<div></div> View people & meetings

Created 14 seconds ago

Updated 14 seconds ago

Configure

Smart Connect



Let's get the conversation started

Try @mentioning people you want to collaborate with, or add some tabs to customize your space.



Polly



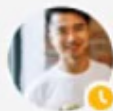
Freeha...



Kahoot!



Add tab



Lee Gu 1:03 PM

Hey all,

Atlassian Team23 is around the corner, **Pradeep Gupta** please schedule a kick-off-meeting to discuss the further steps.

Thanks,

Lee

↩ Reply

 New conversation



Atlassian Team 23

Software project

- PLANNING
- Roadmap
- Board
- DEVELOPMENT
- Code
- Project pages
- Outlook calendars
- Microsoft To Do
- Add shortcut
- Project settings

Projects / Atlassian Team 23 / Add epic / TEAM23-7

Atlassian Team 23 - Kick-off meeting

- Attach
- Add a child issue
- Link issue ▾
- Start conversation
- Send Email
- Schedule meeting
- ⋮

Description

Lee Gu said on [Microsoft Teams](#)

Hey all,
Atlassian Team23 is around the corner, Pradeep Gupta please schedule a kick-off-meeting to discuss the further steps.
Thanks,
Lee

Microsoft Teams

Related Teams conversations

CONNECTING ...

Lee Gu

3/7/2023, 1:03:52 PM

Hey all,
Atlassian Team23 is around the corner, Pradeep Gupta please schedule a kick-off-meeting to discuss the further steps.
Thanks,
Lee

Reply

+

⋮

yasoondemo > Events

Activity

Show:

All

Comments

History

Add a comment...

Pro tip: press **M** to comment

1

⋮

To Do ▾

Details	
Assignee	<div> Unassigned</div> <div>Assign to me</div>
Labels	None
Reporter	<div> Lee Gu</div>
Automation	<div> Rule executions</div>
People and meetings	<div> View people & meetings</div>

Created 14 seconds ago

Updated 14 seconds ago

Configure

#4 Darstellung von Vorgängen in Microsoft Teams Channel

Jira Cloud vs. Smart Connect

Jira Cloud for Microsoft Teams

Add tab

← Reply

 **New conversation**

Smart Connect



Your teams



yasoondemo



General

Announcement

Apptoberfest

Education

Events

Random



IT Department



General

Admin

Development

Support



Business Department



General

Human Resources

Marketing

Project Management



Design



Product



General

Customer Research

Features

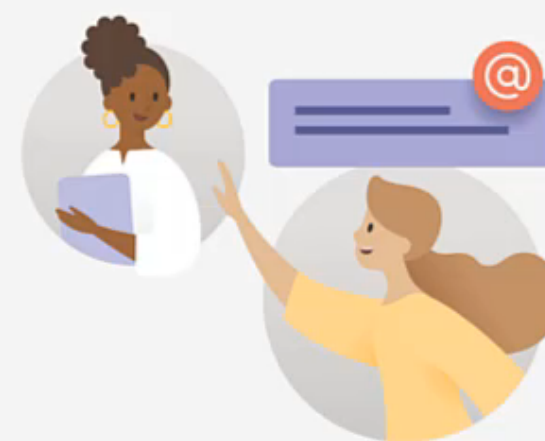
Strategy



Join or create a team



New conversation



Let's get the conversation started

Try @mentioning people you want to collaborate with, or add some tabs to customize your space.



Polly



Freeha...



Kahoot!



Add tab

Microsoft 365 for Jira- Zusammenfassung

S. Nadella: „You need a platform approach.“

- Der **Hubgedanke von Microsoft Teams** wird durch die nahtlose Integration mit Jira gestärkt
- Jira-Nutzer profitieren durch integrierte Microsoft-Funktionen in **Jira ohne Datensilos**

Give it a try!

Integrationen zielen darauf ab, Prozesse zu vereinfachen, den Zeitaufwand für Toolwechsel zu verringern und die tägliche Arbeit zu erleichtern.

Nehmen Sie sich Zeit und überzeugen Sie sich selbst, wie Ihr Team davon profitieren kann. 😊



YASOON