

Flexible Jira integration that adapts to your needs

The extensibility of the Jira platform can create challenges when integrating data & process between Jira and ServiceNow. Yansa Labs' Jira Integration solution makes this extensibility an advantage, easily tailoring your integration to match your unique Jira & ServiceNow implementations. A perfect match!

Key Features:

- **Multiple Connectors:**
 - Support for any number of Jira instances
 - Monitors health of each connector
 - Selectively deactivate server connections
- **Project & Issue Types:**
 - Auto-import Projects & Issue Types to special tables that can be referenced within ServiceNow
 - Overridable Project & Issue Type schema maps
 - Import on-demand or on a scheduled basis
- **Integration Points:**
 - Supports multiple integrations into ServiceNow, against any application or table
 - Securely supports Jira webhooks for handling new records & record updates
 - Quick activation/deactivation of an integration point
 - Configurable outbound and inbound maps for custom Jira & ServiceNow schemas
 - View records linked between ServiceNow & Jira through each integration point
- **Rules-based Association Engine:**
 - Create rules to auto-associate a ServiceNow record to the right Jira Project & Issue Type
 - Rules can apply to any table or application in ServiceNow
 - Rules can be used to determine which Jira server the record will connect to
 - Associations can be conditional or user-specified
- **Customizable Webhook Handlers:**
 - Handle ANY type of webhook pushed from Jira to ServiceNow
 - Unregistered webhook events from Jira will be ignored
 - Handle webhook data securely
- **Asynchronous Action Queue w/ Retry Capability:**
 - Safely handle large amounts of Jira integration requests by queuing them until background resources are free
 - Allow certain errors to trigger a retry in a configurable amount of time and a maximum number of retries
 - Track any transaction errors and view log details
 - Monitor efficiency of transactions with processing durations
- **Configurable State & Transition Rules**
 - Support custom Jira transition workflows with point-and-click configuration
 - Configure ServiceNow events that trigger Jira workflow transitions
 - Configure how Jira state values map to desired tables & fields in ServiceNow
- **Documented Jira Library for ServiceNow**
 - For further customization, all API libraries used are fully documented
 - As the library grows, documentation is updated automatically
 - Sample code snippets are included