

Notifications



Premium feature

Notifications tab is a premium feature. It means that all other free features will work without license.

Now, you will be able to see which notifications has been sent by Jira. We have released this new feature in the form of a new tab in issue view.

Notifications Tab

To find all executed notifications in an issue, just navigate to the issue and click "Notification" tab (under activity)

Let's see some examples.

Notifications in Business projects

The screenshot displays the Jira issue view with the 'Notifications' tab selected under the 'Activity' section. The interface includes tabs for 'All', 'Comments', 'Work Log', 'History', 'Activity', 'Transitions', and 'Notifications'. A blue box in the top right corner states 'POWERED BY EXCENTIA ADMIN TOOLS'. Two notification entries are visible:

- Issue Created** - 25/sep/19 13:32:20
Sent by: Fernando [redacted] - fpa [redacted]@ [redacted].es
Subject: (IT-2461) SERVER XT-ATL-54 DOES NOT WORK
- Issue Assigned** - 25/sep/19 13:32:35
Sent by: Oscar [redacted] - om [redacted]@ [redacted].es
Sent by: Fernando [redacted] - fpa [redacted]@ [redacted].es
Subject: (IT-2461) SERVER XT-ATL-54 DOES NOT WORK

Annotations with orange arrows point to specific parts of the notifications:

- Mail subject**: Points to the subject line of the first notification.
- Notification template / Event**: Points to the event name 'Issue Created' and 'Issue Assigned'.
- Recipients**: Points to the list of users who received the notification.

Notifications in Jira Service Desk projects

Activity

All Comments Work Log History Activity Transitions Notifications

POWERED BY EXCENTIA ADMIN TOOLS

SERVICE DESK NOTIFICATION - 23/sep/19 10:33:30

Alberto >> Alberto - a@.es

JUST CONFIRMING THAT WE GOT YOUR REQUEST. WE'RE ON IT.

CORE NOTIFICATION Issue Assigned - 23/sep/19 10:47:35

Oscar - om@.es

Fernando - fp@.es

(DESK-1102) LET ME TELL YOU A LITTLE STORY

CORE NOTIFICATION Issue Commented - 23/sep/19 10:49:27

Oscar - om@.es

(DESK-1102) LET ME TELL YOU A LITTLE STORY

SERVICE DESK NOTIFICATION - 23/sep/19 10:51:56

Fernando >> Alberto - a@.es

FERNANDO COMMENTED: HI MATE. THANK YOU FOR YOUR REPLY

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Notification content

User who triggered the notification

Recipient