

Zurvey.io meets Jira

IMPLEMENTATION GUIDE

Atlassian's issue and project tracking software Jira gives the opportunity to automate its processes. This is where the smart client satisfaction management tool Zurvey.io comes in. One way to embrace the advantages of these two softwares is to automate the follow-up procedure of closing tickets. In this guide we are describing the necessary steps to implement Zurvey.io into Jira.



Zurvey.io

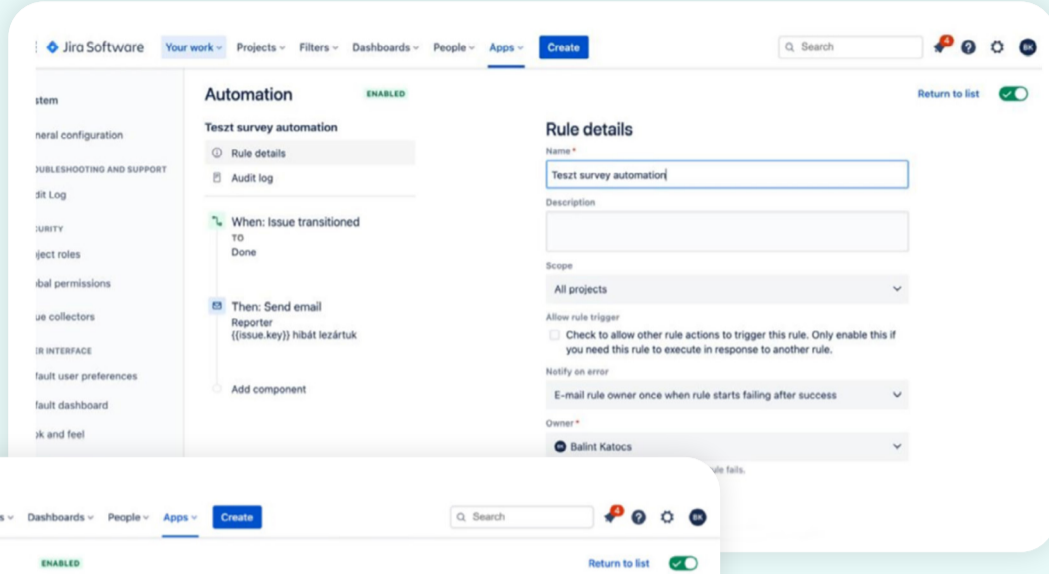
Jira Software

Ticket example: automated email sending after closing bug ticket
PATH: SETTINGS ► SYSTEM ► AUTOMATION ► AUTOMATION RULES

STEPS TO IMPLEMENT ZURVEY.IO AUTOMATION IN JIRA

1

CREATE AUTOMATION RULE



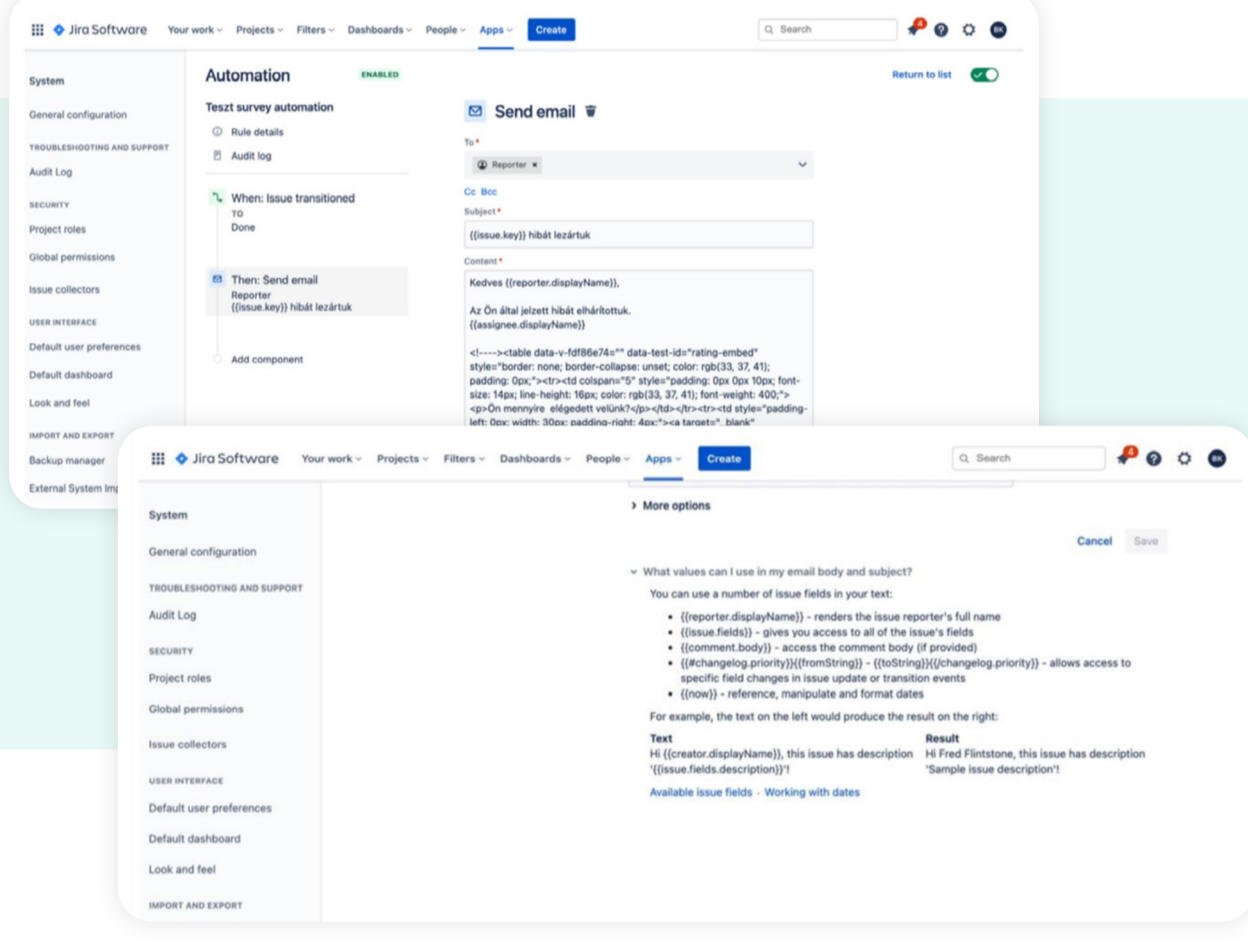
2

ADD EVENT

3

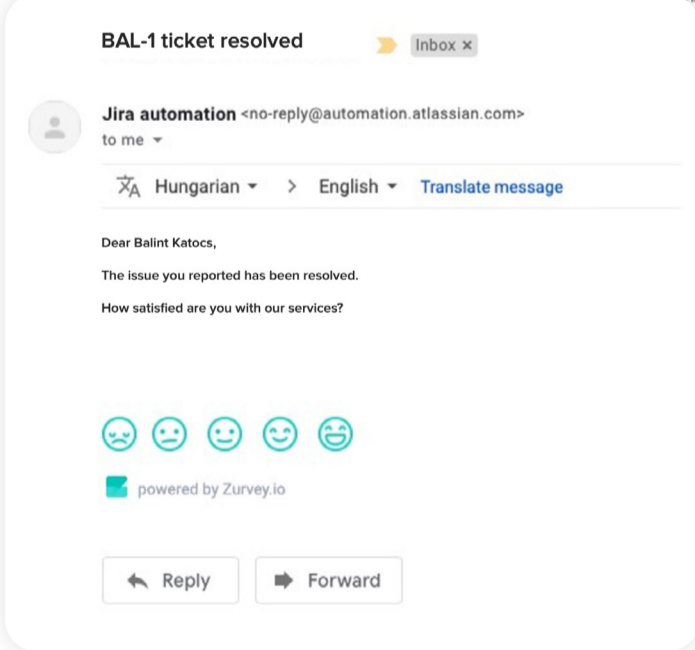
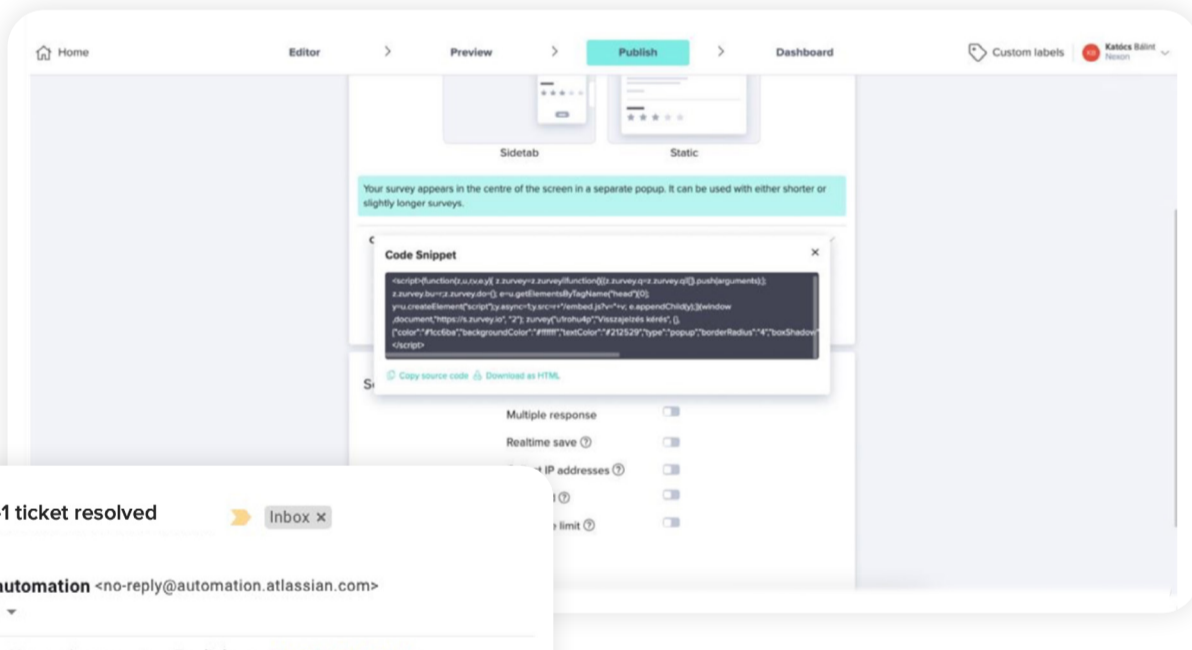
SET UP EMAIL PARAMETER

You can add parameters to the email body or subject - for example the creator or owner of the ticket.



4

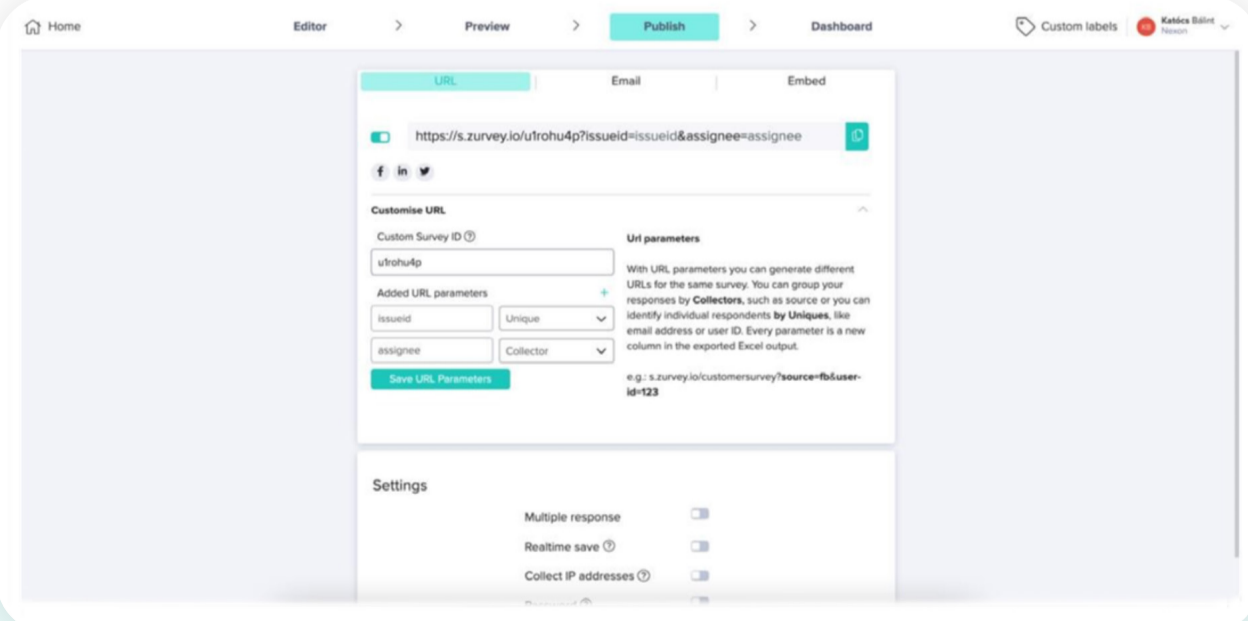
CREATE AUTOMATION RULE



Survey questions (scale and rating types) created with Zurvey.io can be embedded into the email body using a HTML code snippet. The questionnaire and the embedded part is customizable. The code can be found in the Zurvey.io profile or can be provided by the Zurvey.io team on request.

5

ADD SURVEY PARAMETERS



To be able to match responses to ticket numbers and owners, Zurvey.io adds unique URL parameters to the surveys. These parameters can be inserted into the HTML code, enabling filtering for them in exports or on the dashboards.

NOW YOUR JIRA AND ZURVEY.IO IMPLEMENTATION IS COMPLETE.



Professional CX survey software that understands the voice of the customer

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