

Create Reporter in Issue

The feature allows to create CRM Contact right from issue and set this contact as reporter automatically.

'Create Reporter' function is in 'More' menu of issue. It is accessible for users who:

- Have permission to [edit issue](#),
- Have [permission](#) to add contacts to CRM Directory,
- Have permission to create JIRA users
 - AND synchronisation with JIRA users is turned on in [CRM Admin Menu/Contacts](#)
 - OR create new JIRA users under CRM superuser is enabled in [CRM Admin Menu/Contacts](#)

The screenshot shows the JIRA issue page for 'Support / SUP-27610 [Atlassian Marketplace] Feedback for RU Russian localization for JIRA'. The 'More' menu is open, and the 'Create Reporter' option is highlighted. The issue details show it is a 'Technical' issue, 'Unresolved', and 'Private'. The assignee is 'Nina Lokotaeva (Teamlead)' and the reporter is 'Marketplace Feedback'. The 'Dates' section shows the issue was created and updated on 22/Nov/16 20:15. The 'Development' section shows a 'Create branch' link.

After that empty CRM Contact Card opens:

Contact:

MainInstancesAll Issues

Full Name

Company

Phone

E-mail

Birth Day

Job Title

Not Defined

JIRA login

JIRA User Status

No Subscribe

☐

E-mail is valid

☐

Print

SaveClose

Fill it with needed information and press 'Save'. New contact will be added to CRM [Contacts Directory](#), new JIRA-user will be created and this new user will appear as reporter of the issue.