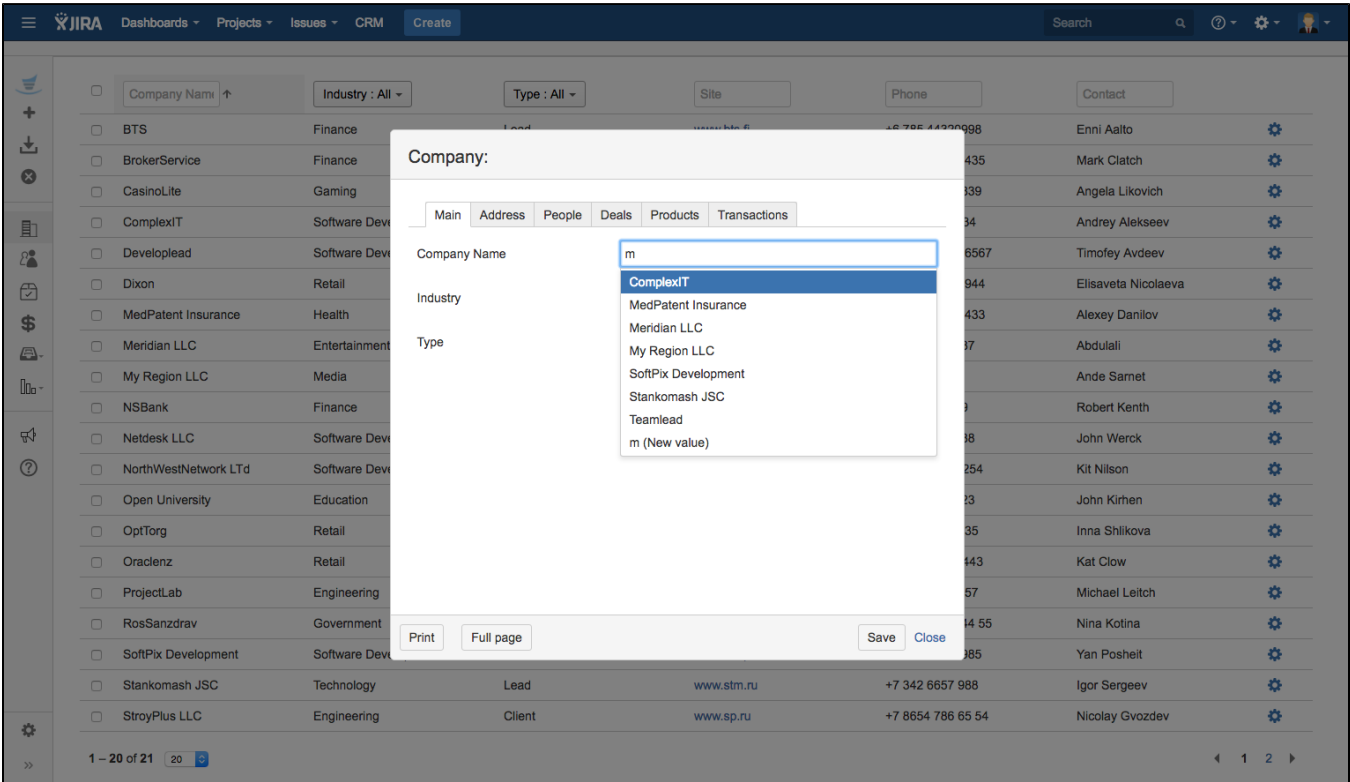


# Features

- [Double Records Prevention](#)
- [Custom Dictionary Field](#)
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- [Quick CRM record link](#)
- [Related Projects](#)

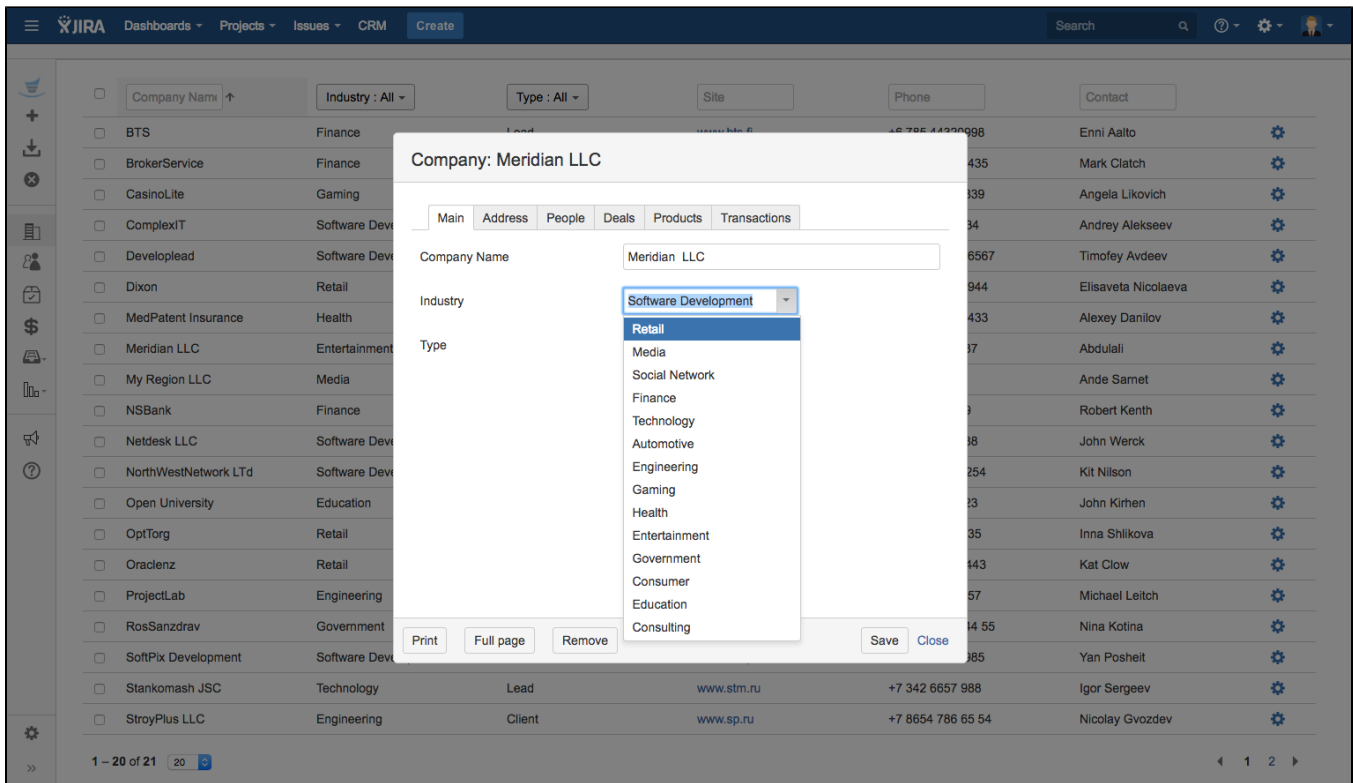
## Double Records Prevention

In almost all CRM dictionaries there is mechanism that prevents creating doubled records. When creating contact, company or product system will suggest existing values that is similar to entered value.



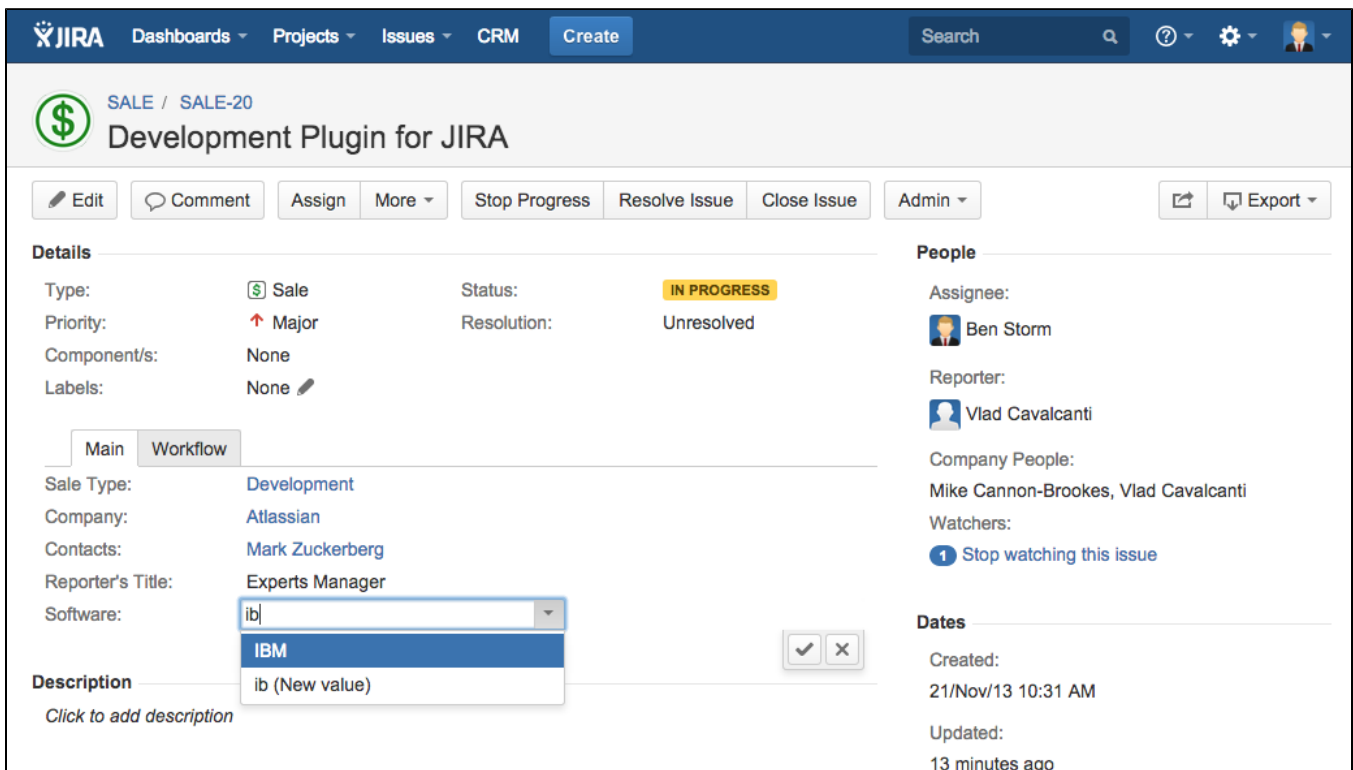
## Custom Dictionary Field

In the company/contact or product card a user can use values from any custom dictionary. Additionally user can create new dictionary record by entering new unexisting value in the card field and saving the card. You can see the example the using of custom dictionary **"Software"** in the **Product/service Card**:



## Custom Field with Custom Dictionary Type

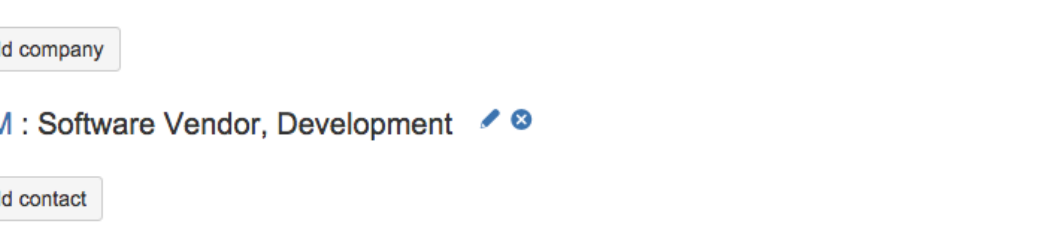
Sometimes it is necessary to use "Select list" field in JIRA issue. But values for this field can be added by JIRA administrator only. Using the CRM plugin you can add Custom field with **Custom Dictionary type** to JIRA issue and link it to one of your custom dictionaries. In this case all CRM users can add new records to the dictionary when typing new unexisting values and clicking **+** button.



### Quick CRM record link

The screenshot displays the JIRA Development plugin interface for a 'SALE' issue. The top navigation bar includes 'Dashboards', 'Projects', 'Issues', 'CRM', and a 'Create' button. The main header shows the issue type 'SALE / SALE-13' and the title 'Development plugin for JIRA'. Below this, there are buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Resolve Issue', 'Close Issue', and 'Admin'. The 'Details' section on the left lists fields like Type (Sale), Priority (Major), Component/s (None), and Labels (None). The 'Main' tab is selected, showing fields like Sale Type (Development), Company (Facebook), Contacts (Bill Gates), Reporter's Phone (+4-400-334-44-00), Reporter's Title (Sales Manager), and Software (Not defined). The 'People' section on the right shows the Assignee (Ben Storm) and Reporter (Ben Storm). A red circle highlights the 'Reporter' field, and another red circle highlights the 'More' dropdown menu, which is open, showing options like Profile, Current Issues, and CRM. The 'CRM' option is highlighted in blue.

## Related Projects



The screenshot shows the JIRA CRM interface. At the top, there is a navigation bar with the JIRA logo and several tabs: Dashboards, Projects, Issues, Boards, CRM, and a Create button. On the left sidebar, there is a list of icons representing different views: a rocket (selected), a list, a table, a bar chart, a magnifying glass, and a gear (highlighted with a red box). The main content area displays the 'Add company' button, followed by the entry 'IBM : Software Vendor, Development' with edit and delete icons. Below this is a table with two columns: 'Contact' and 'Contact's role'. The table contains one row with the contact 'John Travolta' and the role 'Account Manager'. At the bottom, there is another 'Add company' button, followed by the entry 'Microsoft : Hardware Vendor' with edit and delete icons, and another 'Add contact' button.