

CRM 1.2.0

- New Features
 - A new look
 - Quick search by attributes
 - JQL for SLA
 - Dynamic Custom Dictionaries menu
 - Improved API
 - Find issues with no company
- Fixed Bugs

New Features

A new look

JIRA

Dashboards ▾Projects ▾Issues ▾CRM

Create

Search

?

⚙

👤

Companies

Contacts

Products

Dictionaries ▾

Reports ▾

+ Add

↕ Export

⚙

?

Company Name	Industry : All ▾	Type : All ▾	Site	Phone	Contact	
Adobe	Software Development	Type		408-536-6000	Helen Sanderson	⚙
Apple	Engineering	<input type="checkbox"/> Lead		+1(23)300-3434	Ted Johnson	⚙
Atlassian	Software Development	<input checked="" type="checkbox"/> Client		+61 2 9262 1443	Vlad Cavalcanti	⚙
Dell	Manufacturing	<input type="checkbox"/> Competitor		+1(20)770-23-50	Robin Sherwood	⚙
Ebay	Retail	<input type="checkbox"/> Partner				⚙
Facebook	Social Network	<input type="checkbox"/> Empty			Mark Zuckerberg	⚙
Google	Software Development	Client	www.google.com	+1 650-253-0000	Sergey Brin	⚙
IBM	Software Development	Competitor	www.ibm.com	-34246452	John Drebih	⚙
Microsoft	Software Development	Competitor	www.microsoft.com	+7 495 916-71-71	Bill Gates	⚙
Oracle	Software Development	Client	www.oracle.com	-777623487	Bob Rodger	⚙
Teamlead	Consulting	Partner	www.teamlead.ru	+7(812)309-29-57	Oxana Alexeenko	⚙
Wikipedia	Education	Lead	www.wikipedia.org		Jimmy Wales	⚙

CRM Feedback

JIRA

Dashboards

Projects

Issues

CRM

Create

Search

?

⚙

👤

Companies

Contacts

Products

Dictionary

Reports

Company Name

Industry

Type

SLA

Company: Atlassian

Main

People

Sales

Related projects

Software

Address

Company Name

Atlassian

Industry

Software Development

Type

Partner

SLA

SLA-3 Premium

Save

Close

Adobe	Software Development	Client	www.adobe.com	+777623487	Bob Sanderson	⚙
Apple	Software Development	Client	www.apple.com	+777623487	John Johnson	⚙
Atlassian	Software Development	Client	www.atlassian.com	+777623487	David Cavalcanti	⚙
Dell	Software Development	Client	www.dell.com	+777623487	Robin Sherwood	⚙
Ebay	Software Development	Client	www.ebay.com	+777623487	Mark Zuckerberg	⚙
Facebook	Software Development	Client	www.facebook.com	+777623487	Georgy Brin	⚙
Google	Software Development	Client	www.google.com	+777623487	John Drebih	⚙
IBM	Software Development	Client	www.ibm.com	+777623487	Bill Gates	⚙
Microsoft	Software Development	Client	www.microsoft.com	+777623487	Bob Rodger	⚙
Oracle	Software Development	Client	www.oracle.com	+777623487	Oxana Alexeenko	⚙
Teamlead	Consulting	Partner	www.teamlead.ru	+7(812)309-29-57	Jimmy Wales	⚙
Wikipedia	Education	Lead	www.wikipedia.org			⚙

JIRA

Dashboards

Projects

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Create

Search

?

⚙

👤

Companies

Contacts

Products

Dictionary

Reports

Industry

Positions

Sale Types

Vendors

Services

SLA

Name

Add

Automotive	Delete
Consulting	Delete
Consumer	Delete
Education	Delete
Engineering	Delete
Entertainment	Delete
Finance	Delete
Gaming	Delete
Government	Delete

JIRA

Dashboards

Projects

Issues

CRM

Create

Search

Administration

Search JIRA admin

Projects

Issues

User management

System

Add-ons

General Configuration

Find More Admin Tools

TRUBLESHOOTING AND SUPPORT

System Info

Instrumentation

Integrity Checker

Logging & Profiling

Scheduler Details

Audit Log

ATLASSIAN SUPPORT TOOLS

Atlassian Support Tools

SECURITY

Set up SLA: Reaction Time

Choose a calendar

Teamlead Schedule

Save

Choose SLA color schema

Teamlead Colors

Save

SLA level

SLA time interval (min)

JQL condition

SLA-1 Free

Add

SLA-1 Free

480

Delete

SLA-2 Medium

240

Delete

SLA-3 Premium

120

Delete

Companies attributes

Field title	Field type	Tab	Is required	Show in grid		
<div></div>	string (255 symbols)	<div></div>	<input type="checkbox"/>	<input type="checkbox"/>	Add	
<div></div> Company Name	string (255 symbols)	Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Attributes	Delete
<div></div> Industry	Dictionary	Main	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Attributes	Delete
<div></div> Type	list (format	Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Attributes	Delete
<div></div> SLA	Dictionary	Main	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Attributes	Delete
<div></div> Site	Website	Address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Attributes	Delete
<div></div> Office Address	string (255 symbols)	Address	<input type="checkbox"/>	<input type="checkbox"/>	Attributes	Delete
<div></div> Phone	string (255 symbols)	Address	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Attributes	Delete
<div></div> Contact	Main contact	People	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Attributes	Delete
<div></div> People	Contacts	People	<input type="checkbox"/>	<input type="checkbox"/>	Attributes	Delete
<div></div> Sales	JQL	Sales	<input type="checkbox"/>	<input type="checkbox"/>	Attributes	Delete

Quick search by attributes

JIRA Dashboards Projects Issues CRM Create Search ? ? ? ? ? ? ? ? ? ?

Companies Contacts Products Dictionaries Reports Reset search results + Add Export ?

Company Name Software Development Type: All Site Phone Contact

Adobe Software Development Client Type 408-536-6000 Helen Sanderson

Atlassian Software Development Partner Lead +61 2 9262 1443 Vlad Cavalcanti

Google Software Development Client Client +1 650-253-0000 Sergey Brin

IBM Software Development Competitor -34246452 John Drebih

Microsoft Software Development Partner +7 495 916-71-71 Bill Gates

Oracle Software Development Empty -777623487 Bob Rodger

1 - 6 of 6

JQL for SLA

Now we can search issues by SLA's, for example: "Reaction Time" > remainingTime("50%")

JIRA Dashboards Projects Issues CRM HelpDesk Create Search ? ? ? ? ? ? ? ? ? ?

FILTERS << New filter Find filters

My Open Issues Reported by Me Recently Viewed All Issues

FAVORITE FILTERS All Sales Closed Sales Closed Support Potential Sales Sales in Progress SLA Violations Support In Progress Support New Issues

Search Save as

Share Export Tools

✓ "Reaction Time" > remainingTime("50%") ORDER BY "Reaction Time" DESC ? ? Basic

1-4 of 4

Reaction Time

06/10/2014 11:40 1d / 7h 27m

04/10/2014 15:32 4h / 3h 19m

04/10/2014 13:40 2h / 1h 27m

04/10/2014 13:40 2h / 1h 27m

1-4 of 4

T	Key	Summary	Status	Company
SALE-3	Support Atlassian JIRA (1 year)	RESOLVED	Microsoft	
SUP-91	How SLA does work?	OPEN	Facebook	
SALE-1	Delivering Atlassian JIRA 500	REOPENED	Apple	
SUP-92	How does SLA work?	OPEN	Wikipedia	

Dynamic Custom Dictionaries menu

Positions

Name	
	Add
CEO	Delete
CIO	Delete
Co-Founder	Delete
Developer	Delete
Experts Manager	Delete
Financial Manager	Delete
Founder	Delete
Marketing Director	Delete

Improved API

[CRM API](#) is much more faster now. And now you can use new calls: addcontact, editcontact, deletecontact, unsetcontact, editcompany, deletecompany. For more information see [the guide](#).

Find issues with no company

Now you should use next JQL syntax to find issues with no company: **"Company ~ "Not defined" or "Company != "Not defined"**.

Fixed Bugs

1. Conflict with JJupin scripts was fixed.
2. Conflict with JIRA Service Desk was fixed. It was bug with Atlassian restfultable. You should update JIRA to version 6.3.1 (and upper) - Atlassian already fixed the bug.