CRM 1.2.0
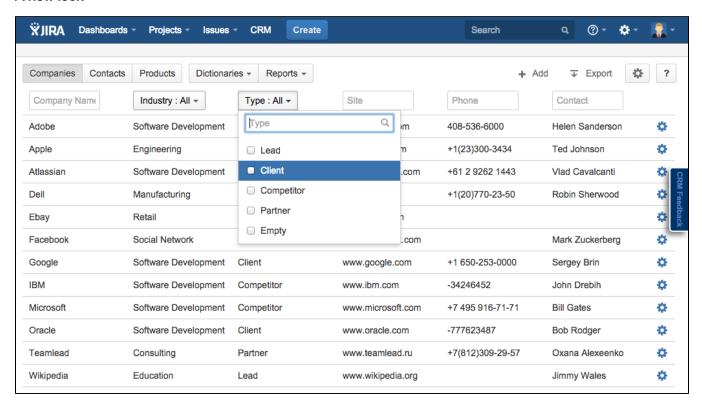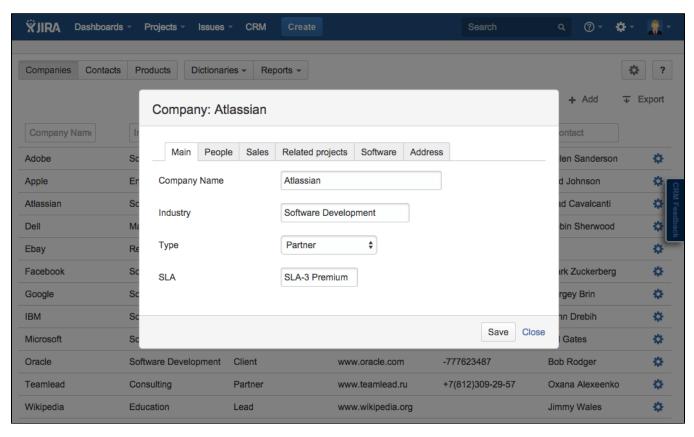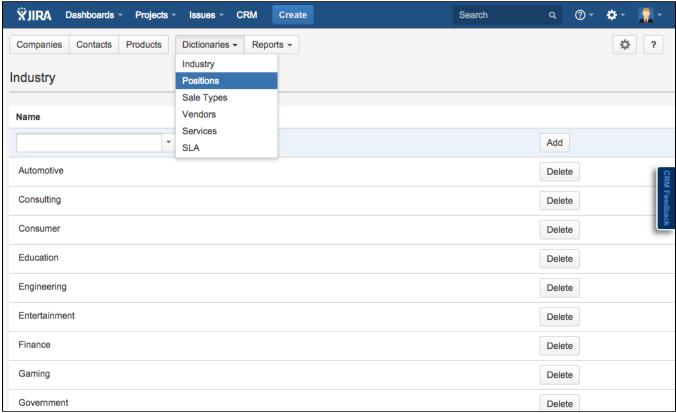
- New Features
  - A new look
  - Quick search by attributes
  - JQL for SLA
  - Dynamic Custom Dictionaries menu
  - Improved API
  - Find issues with no company
- Fixed Bugs
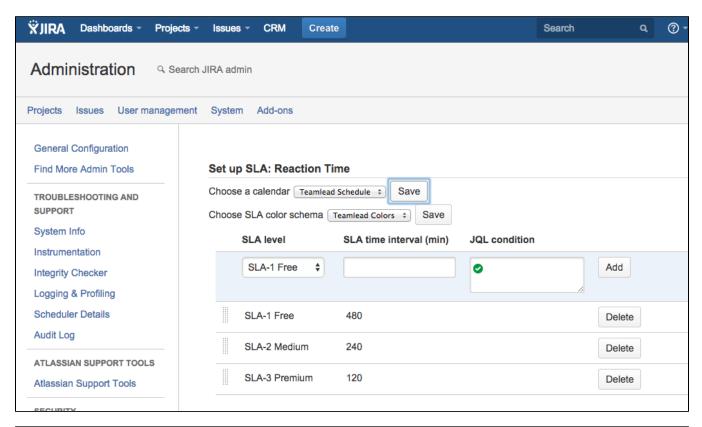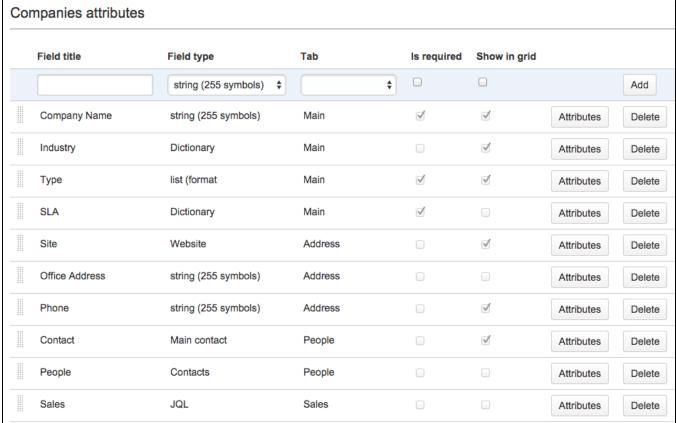
New Features

A new look

First screen

| JIRA | Dashboards ▾ | Projects ▾ | Issues ▾ | CRM | Create | | Search 🔍 | ⊘ ▾ | ⚙ ▾ | 👤 ▾ |

| Companies | Contacts | Products | Dictionaries ▾ | Reports ▾ | ⚙ | ? |

+ Add   **⤓ Export**

Company Name	In...				ontact	
Adobe	Sc...				len Sanderson	⚙
Apple	En...				d Johnson	⚙
Atlassian	Sc...				d Cavalcanti	⚙
Dell	Ma...				bin Sherwood	⚙
Ebay	Re...					⚙
Facebook	Sc...				rk Zuckerberg	⚙
Google	Sc...				rgey Brin	⚙
IBM	Sc...				nn Drebih	⚙
Microsoft	Sc...				l 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	⚙

Company: Atlassian

| Main | People | Sales | Related projects | Software | Address |

Company Name: **Atlassian**

Industry: **Software Development**

Type: **Partner** ▾

SLA: **SLA-3 Premium**

[Save] Close

Second screen

| JIRA | Dashboards ▾ | Projects ▾ | Issues ▾ | CRM | Create | | Search 🔍 | ⊘ ▾ | ⚙ ▾ | 👤 ▾ |

| Companies | Contacts | Products | Dictionaries ▾ | Reports ▾ | ⚙ | ? |

Dictionaries dropdown:
- Industry
- **Positions**
- Sale Types
- Vendors
- Services
- SLA

Industry

Name

[   ] ▾   [Add]

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

Administration   🔍 Search JIRA admin

Projects   Issues   User management   System   Add-ons

General Configuration
Find More Admin Tools

TROUBLESHOOTING 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

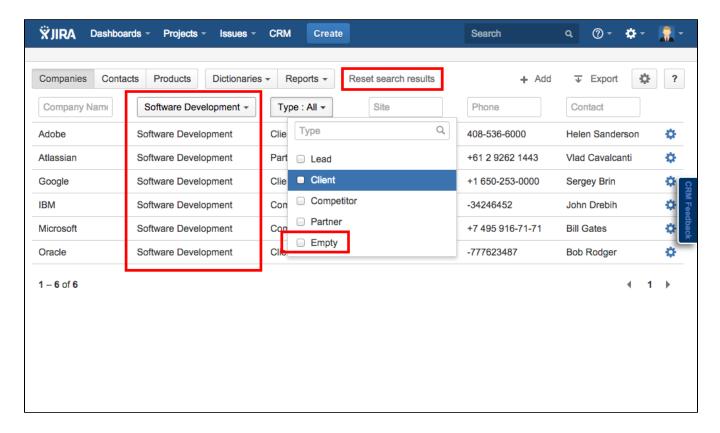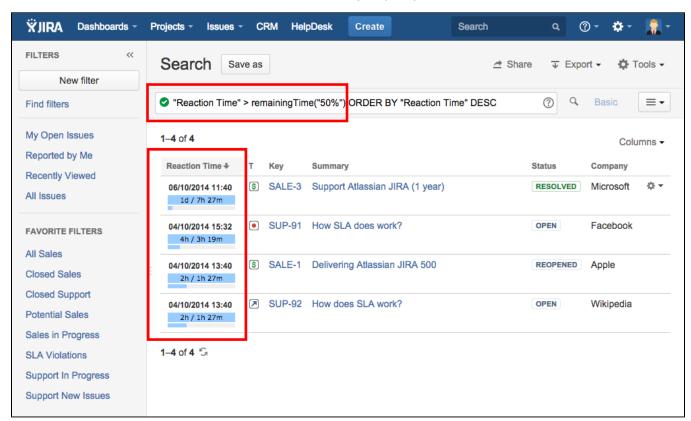|	Field title	Field type	Tab	Is required	Show in grid		
		[string (255 symbols) ⇕]	[⇕]	☐	☐		[Add]
	Company Name	string (255 symbols)	Main	☑	☑	[Attributes]	[Delete]
	Industry	Dictionary	Main	☐	☑	[Attributes]	[Delete]
	Type	list (format	Main	☑	☑	[Attributes]	[Delete]
	SLA	Dictionary	Main	☑	☐	[Attributes]	[Delete]
	Site	Website	Address	☐	☑	[Attributes]	[Delete]
	Office Address	string (255 symbols)	Address	☐	☐	[Attributes]	[Delete]
	Phone	string (255 symbols)	Address	☐	☑	[Attributes]	[Delete]
	Contact	Main contact	People	☐	☑	[Attributes]	[Delete]
	People	Contacts	People	☐	☐	[Attributes]	[Delete]
	Sales	JQL	Sales	☐	☐	[Attributes]	[Delete]

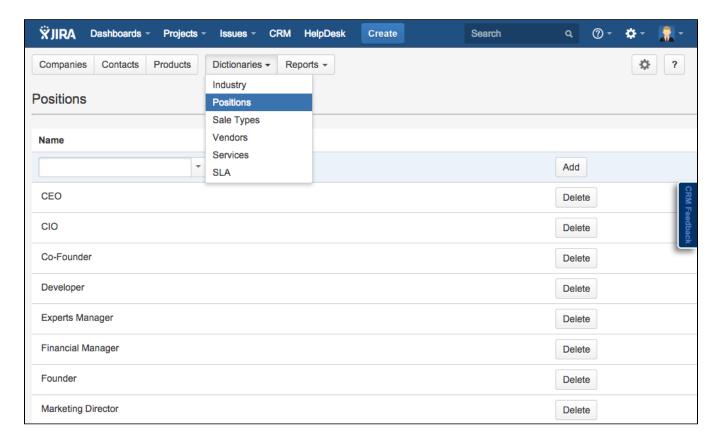**Quick search by attributes**

JQL for SLA

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

Dynamic Custom Dictionaries menu

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.