



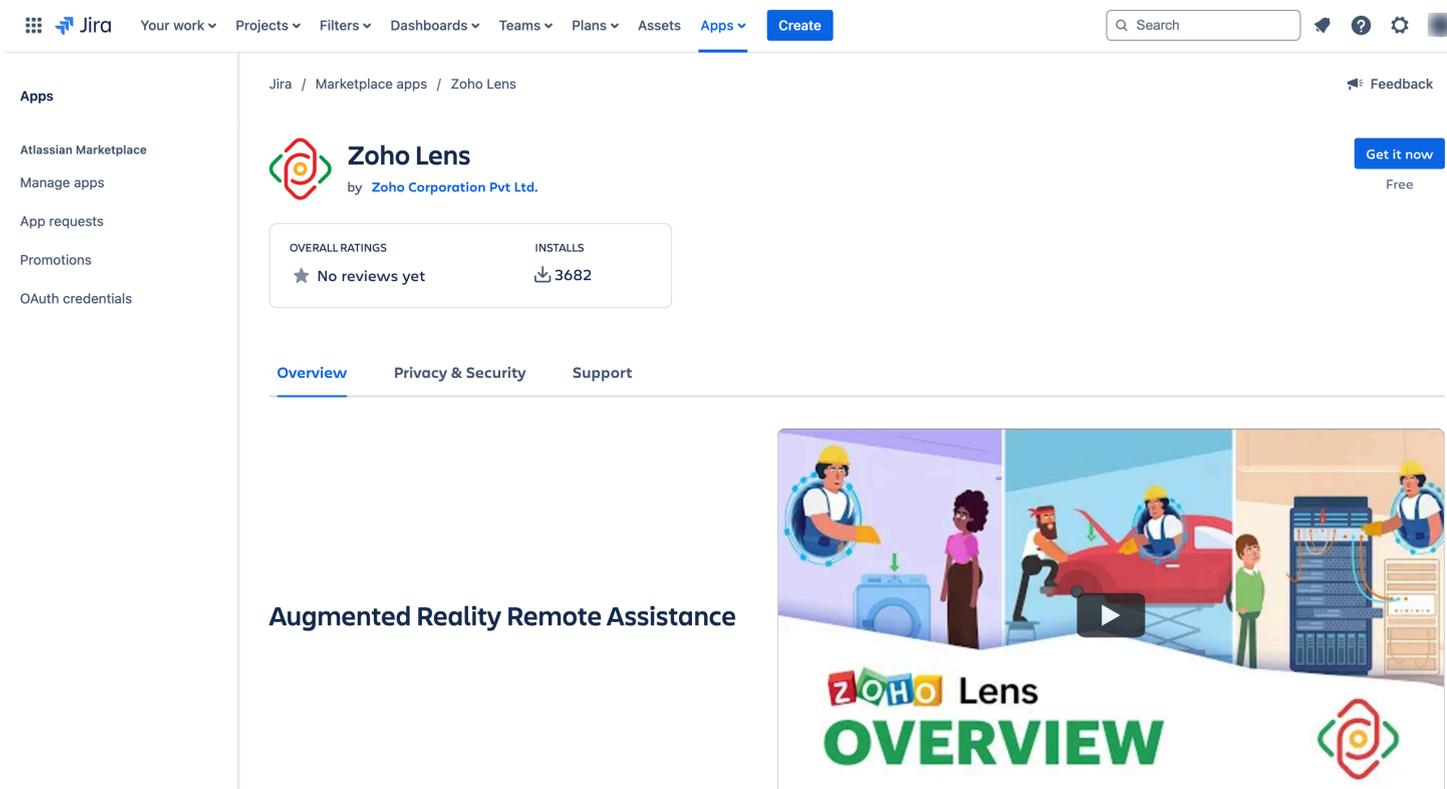
Jira Integration

Enhance your remote assistance capabilities powered by AR with Zoho Lens integration in Jira. By initiating remote assistance sessions directly from service requests, issues, and bug reports technicians can easily schedule sessions and update the status of service requests upon the completion of each session.

To fully leverage the integration between Zoho Lens and Jira, ensure that all necessary technicians are added to both the Zoho Lens and Jira accounts. This will enable them to initiate and manage Zoho Lens sessions directly within Jira tickets or issues.

To install Zoho Lens from Jira marketplace:

1. Login to your Jira account.
2. Go to Jira Setting > Apps > Find new app.
3. Look for Zoho Lens app.
4. Click Install and select the domain name that you have been using with Zoho Lens to complete the integration process.

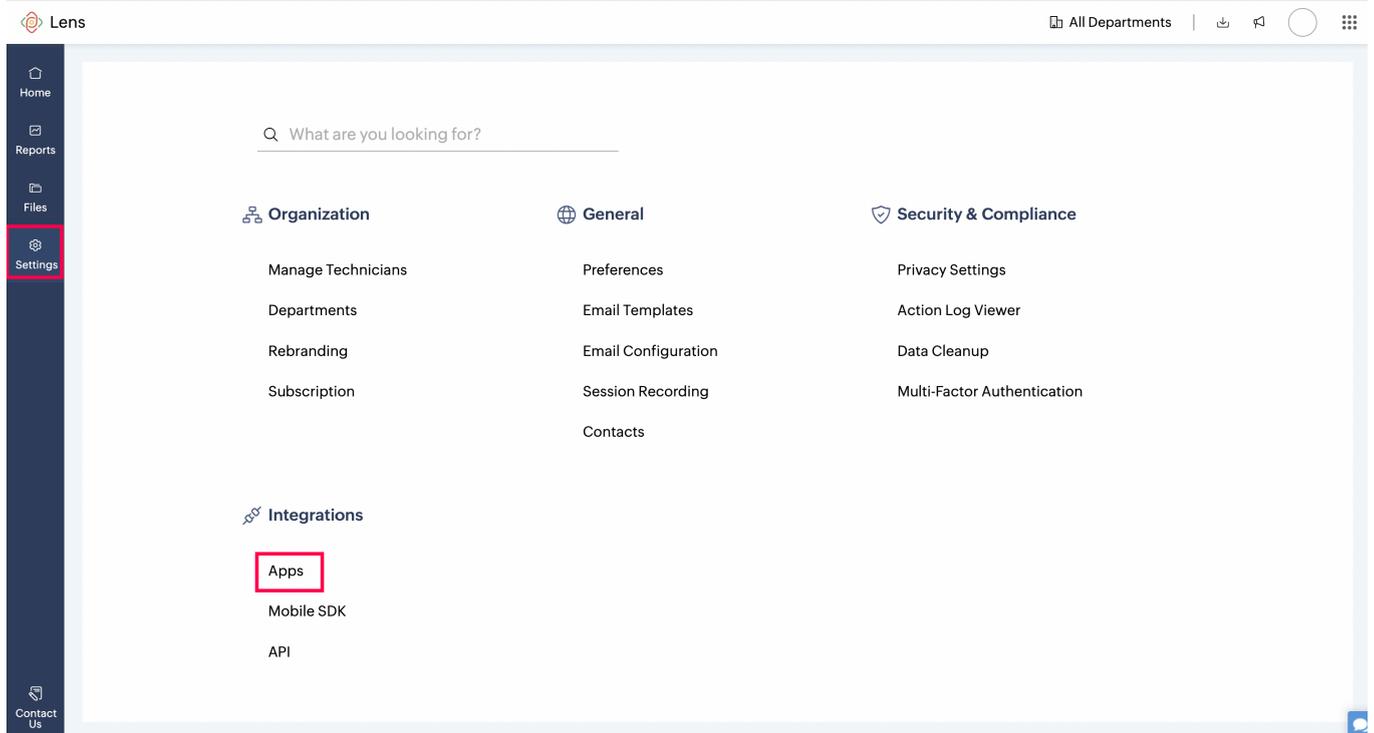


5. Now, Zoho Lens is successfully integrated with Jira.

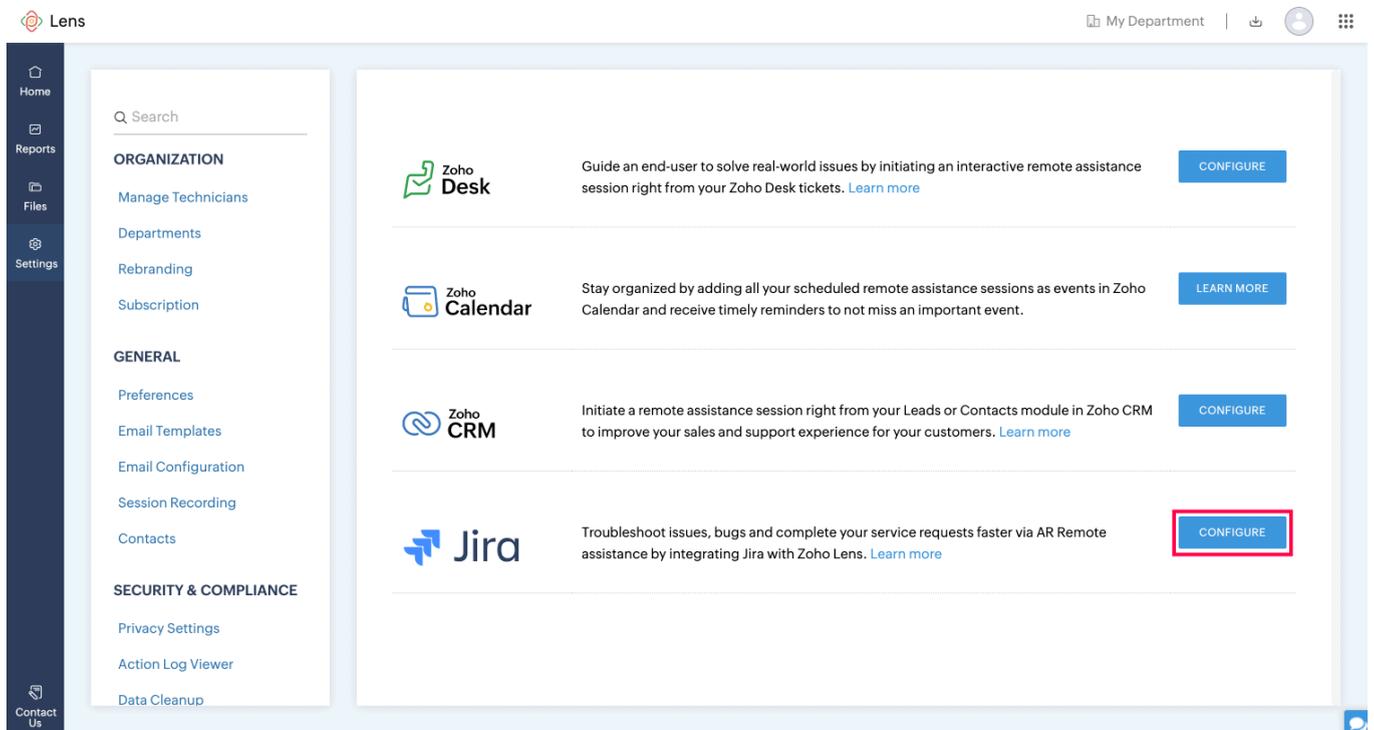


To configure Jira in Zoho Lens:

1. Login to Zoho Lens.
2. Go to Settings > Integrations > Apps.



3. Click Configure beside Jira.



4. Provide your Jira Subdomain details and then click Install to install Jira in Zoho Lens.



5. Click Accept to allow Zoho Lens to access your Atlassian account.



Zoho Lens is requesting access to your Atlassian account

Use app on
zylker.atlassian.net

- In Jira, it would like to:**
- View
 - > jira-work
 - Update
 - > jira-work

By accepting this app, you:

- Grant the app access to your data in all places you can access where the app is installed.
- Agree to Local Lens's [privacy policy](#) and [terms of use](#).

2 users have consented to using Zoho Lens

Accept Cancel

To enable and disable the Jira integration from within Zoho Lens:

1. Login to Zoho Lens.
2. Go to Settings > Integrations > Apps.
3. Click on Jira.
4. Click on the Enable/Disable toggle button from the top right corner.

The screenshot shows the Zoho Lens user interface. On the left is a dark sidebar with navigation options: Home, Reports, Files, Settings, and Contact Us. The main content area is titled 'Integrations Home > Jira'. At the top right of this area, it says 'My Department' and has user and menu icons. The Jira integration card shows the Jira logo, a toggle switch set to 'Enabled', and a description: 'Increase your service request closure rates and reduce delays in your issue management system by integrating Jira with Zoho Lens. Initiate instant or scheduled AR remote assistance sessions right from your service requests to troubleshoot issues then and there.' Below this, a box displays 'Subdomain : Zylker' and 'Configured on Aug 27, 2024', with an 'Uninstall' button on the right. The left sidebar menu includes sections for ORGANIZATION (Manage Technicians, Departments, Rebranding, Subscription), GENERAL (Preferences, Email Templates, Email Configuration, Session Recording, Contacts), and SECURITY & COMPLIANCE (Privacy Settings, Action Log Viewer, Data Cleanup).

To initiate remote assistance sessions from service requests:

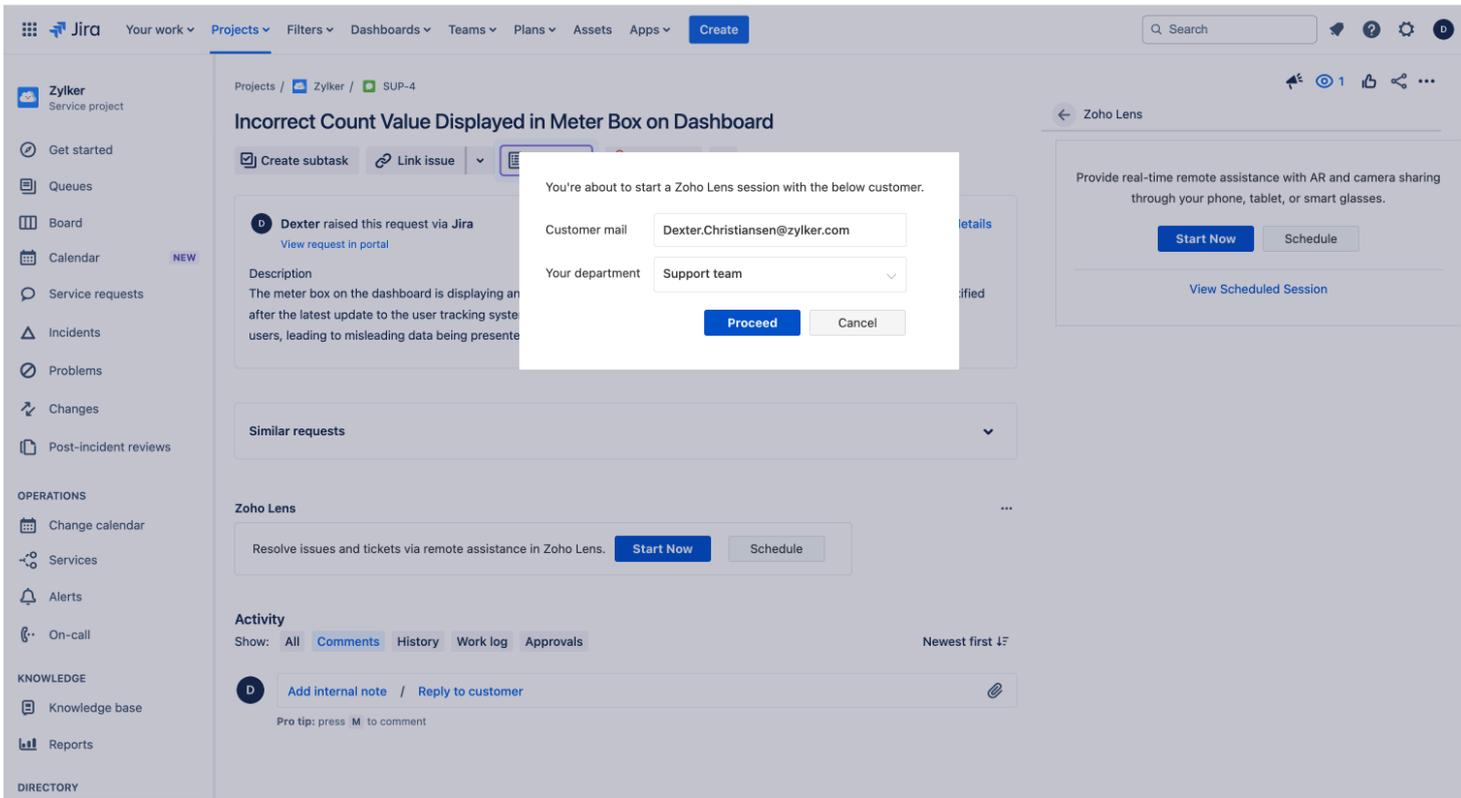
1. Open the service request to be resolved.

The screenshot shows the Jira interface for a service request titled "Incorrect Count Value Displayed in Meter Box on Dashboard". The request was raised by Dexter. The description states: "The meter box on the dashboard is displaying an incorrect count value for the total number of active users. This issue was identified after the latest update to the user tracking system. The count displayed is significantly higher than the actual number of active users, leading to misleading data being presented to stakeholders." Below the description, there are sections for "Similar requests", "Zoho Lens", and "Activity". The "Zoho Lens" section contains a button labeled "Start Now" which is highlighted with a red box. To the right of the main content, there is a Zoho Lens sidebar with a "Start Now" button and a "Schedule" button, both highlighted with a red box.

2. Click START NOW in the ticket menu bar at the right side to initiate an instant remote assistance session. You can also do this from the comment section below the service request

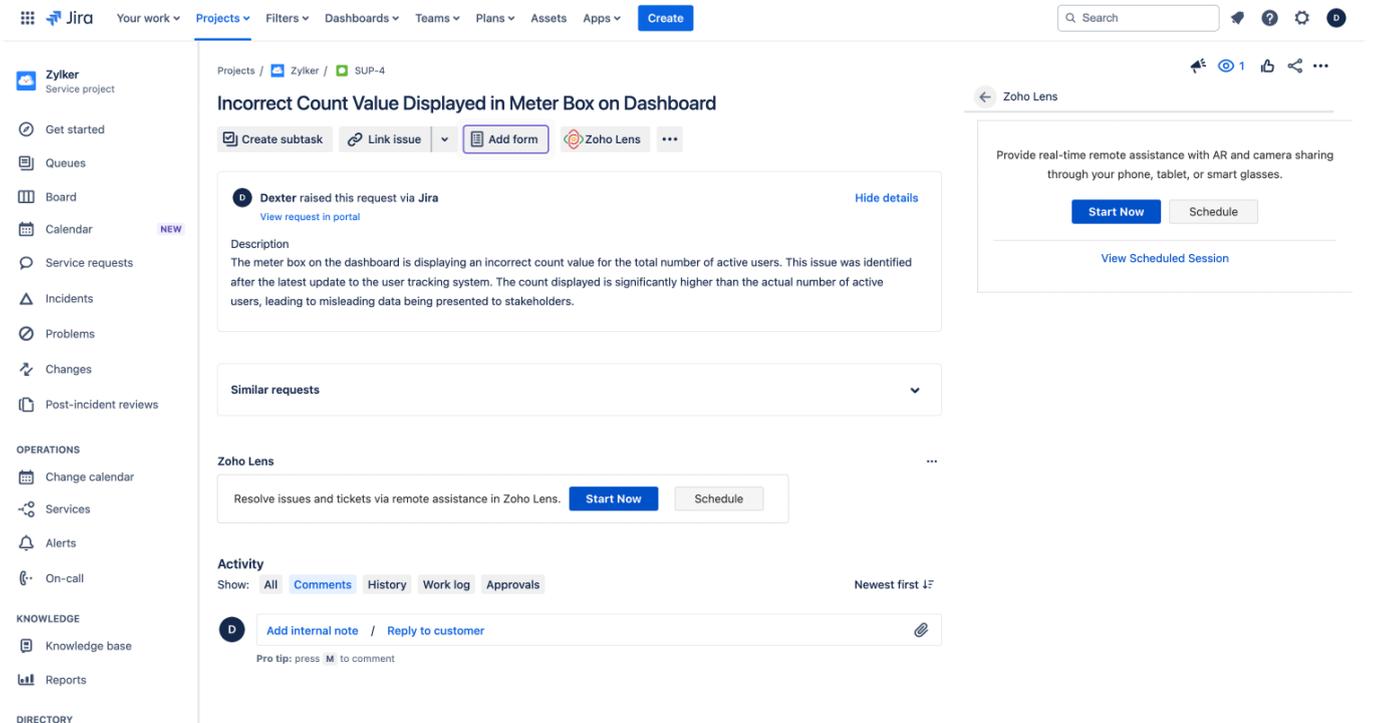
This screenshot is identical to the first one, showing the same Jira service request page. However, the "Start Now" button in the Zoho Lens section is highlighted with a red box, indicating the action to be taken to initiate a remote assistance session.

3. You can verify the customer's email address and your department name before proceeding with starting the remote assistance session.

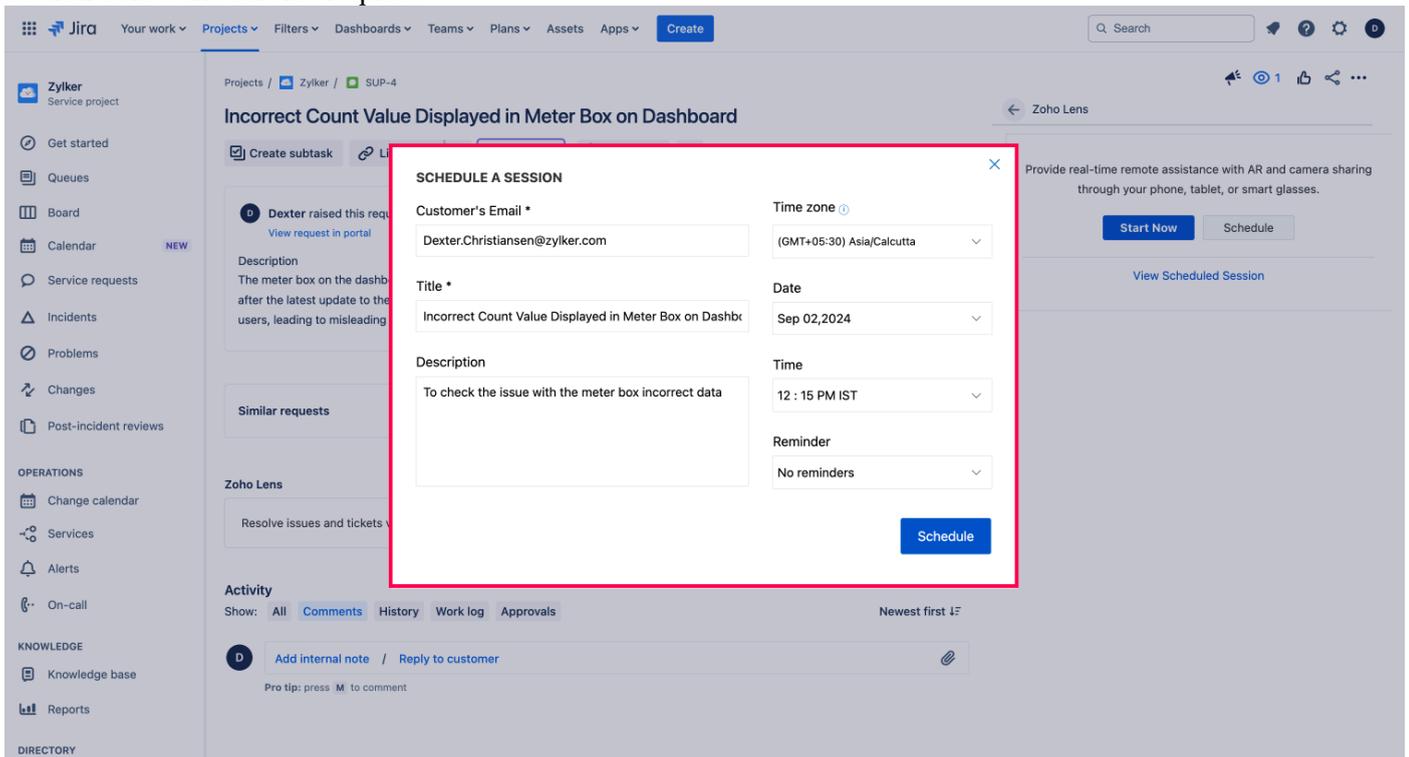


To schedule a remote assistance sessions from service requests:

1. Open the service request to be resolved.



2. Click on Schedule to schedule a remote assistance session for a later time. You can also do this from the comment section below the service request.



3. The details of the scheduled session will be added as a comment below the particular service request. You can click on the comment to start the scheduled session anytime.



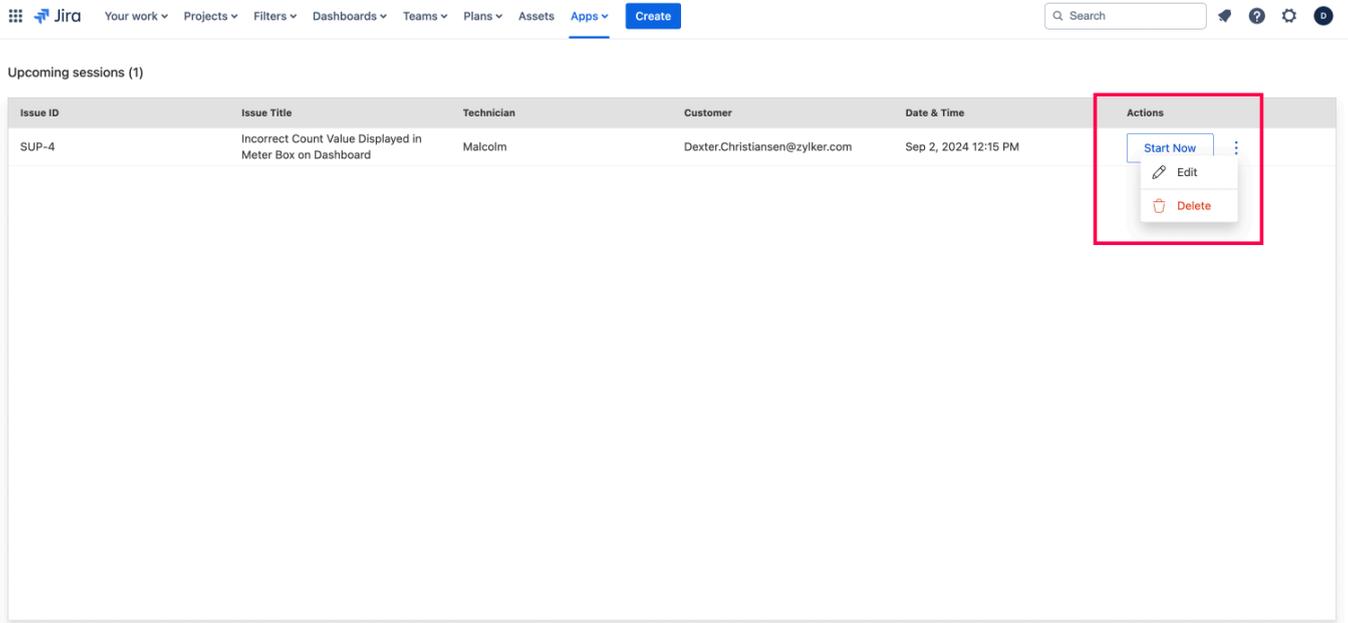
4. To reschedule a session click View Scheduled Session, now click EDIT below the session that is to be rescheduled.



5. You can also view all your scheduled remote assistance sessions from the custom view by clicking on Apps > Zoho Lens



6. You can view, edit and delete your scheduled sessions from here as well



The screenshot shows the Jira interface with the 'Upcoming sessions (1)' table. The table has columns for Issue ID, Issue Title, Technician, Customer, Date & Time, and Actions. A red box highlights the 'Actions' column for the first session, which contains a 'Start Now' button, an 'Edit' button with a pencil icon, and a 'Delete' button with a trash icon.

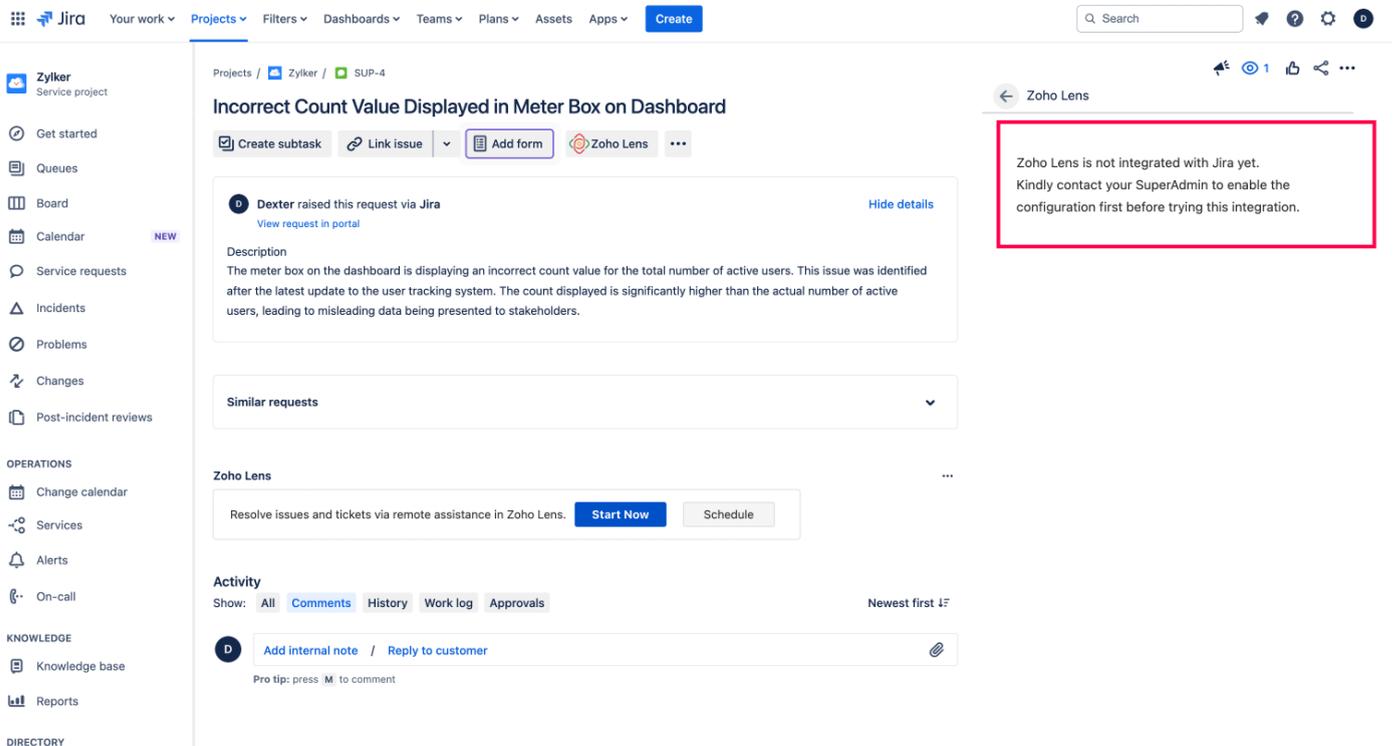
Issue ID	Issue Title	Technician	Customer	Date & Time	Actions
SUP-4	Incorrect Count Value Displayed in Meter Box on Dashboard	Malcolm	Dexter.Christiansen@zylker.com	Sep 2, 2024 12:15 PM	Start Now Edit Delete

7. Once the session is completed, the video recording is also updated as an internal note with the option to download the video directly.



Troubleshooting Errors with Zoho Lens – Jira Integration

Error message 1:



The screenshot shows the Jira issue page for 'Incorrect Count Value Displayed in Meter Box on Dashboard'. The 'Zoho Lens' section is highlighted with a red box, displaying an error message: 'Zoho Lens is not integrated with Jira yet. Kindly contact your SuperAdmin to enable the configuration first before trying this integration.'

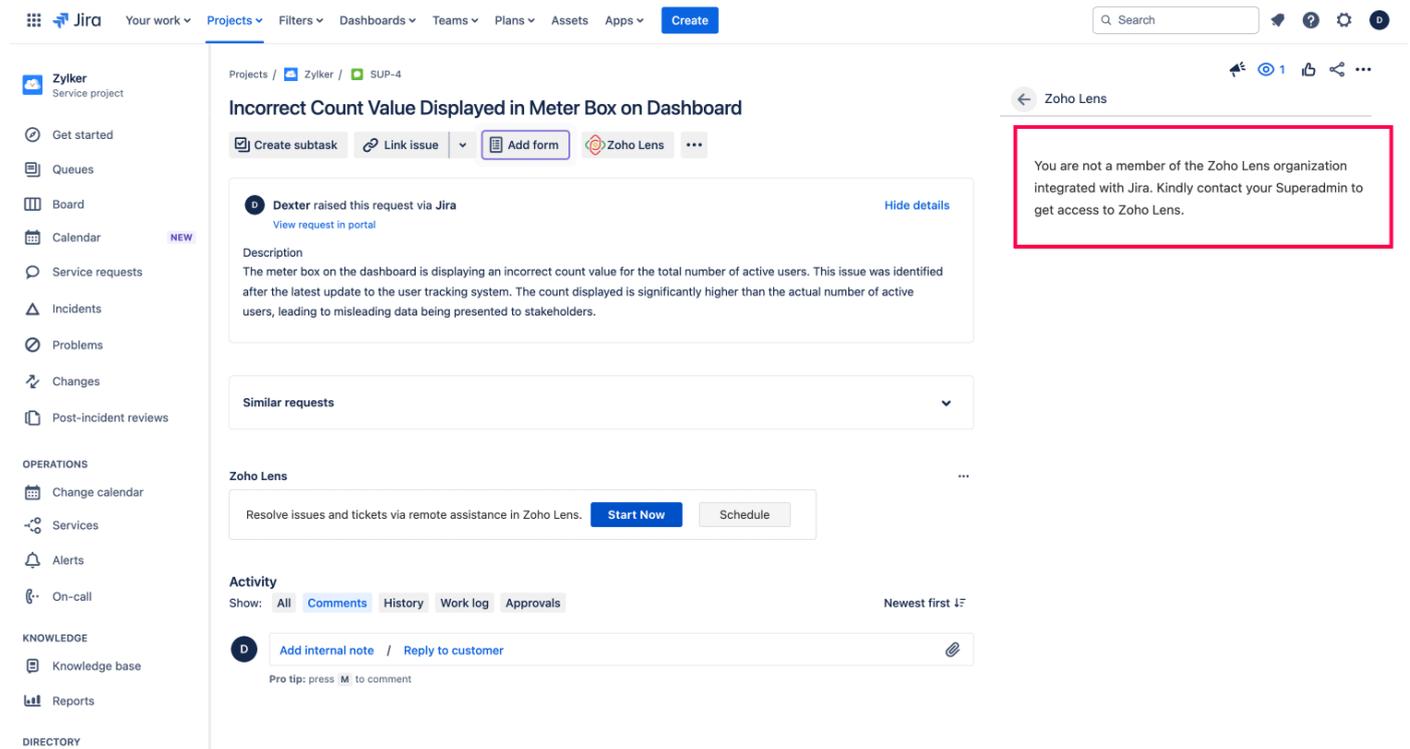
Zoho Lens

Zoho Lens is not integrated with Jira yet.
Kindly contact your SuperAdmin to enable the configuration first before trying this integration.

For the integration between Zoho Lens and Jira to be operational, it must first be configured by the Superadmin. Once the Superadmin has configured it, technicians can proceed to configure their individual organization accounts to

utilize the integration.

Error message 2:



The screenshot shows a Jira issue page for a project named 'Zyker' (SUP-4). The issue title is 'Incorrect Count Value Displayed in Meter Box on Dashboard'. The issue description states: 'The meter box on the dashboard is displaying an incorrect count value for the total number of active users. This issue was identified after the latest update to the user tracking system. The count displayed is significantly higher than the actual number of active users, leading to misleading data being presented to stakeholders.' The issue was raised by 'Dexter' via Jira. In the right-hand sidebar, under the 'Zoho Lens' section, a red-bordered box contains the error message: 'You are not a member of the Zoho Lens organization integrated with Jira. Kindly contact your Superadmin to get access to Zoho Lens.'

If the Superadmin has already mapped a Zoho Lens organization and the technicians is not yet added as a member under that organization, they will encounter the error message mentioned above. The Technicians can contact their Superadmin to have them added as a member of the mapped organization, to conduct remote camera assistance sessions from within Jira.

Error message 3:

The screenshot shows a Jira issue titled "Incorrect Count Value Displayed in Meter Box on Dashboard". The issue description states: "The meter box on the dashboard is displaying an incorrect count value for the total number of active users. This issue was identified after the latest update to the user tracking system. The count displayed is significantly higher than the actual number of active users, leading to misleading data being presented to stakeholders." Below the description, there is a "Zoho Lens" section with a "Start Now" button. On the right side, a red-bordered box highlights a notification: "Another Zoho Lens organization is integrated with Jira. To conduct remote assistance sessions directly from Jira, please update your default Zoho Lens organization. Contact your Superadmin to obtain the required organization information." A "Take me to Zoho Lens" button is located below the notification.

If the Superadmin has already mapped a Zoho Lens organization, technicians must ensure that this organization is set as their default in Zoho Lens. Only then will the technicians be able to initiate remote camera assistance sessions directly from within Jira.

Error message 4:

The screenshot shows the same Jira issue as above. On the right side, a red-bordered box highlights an error message: "The subdomain in your base URL does not match the subdomain you have configured with Zoho Lens. Click below for more information on subdomain integration. Learn more." A "Check Here" button is located below the error message.

There is a mismatch in the Jira account that you are logged in to and the Jira sub domain integrated in Zoho Lens. To fix this issue, kindly switch your Jira portal or ensure that the Jira Sub domain details linked in Zoho Lens is the correct account.

