

zAgileConnect v1.4 Release Notes

Release 1.4

Release Date: July 28, 2014

Features

- Map case attributes to JIRA issue fields, including custom fields
- View JIRA issue details in Salesforce, including sub-tasks and linked issues
- Search JIRA issues from Salesforce, including relevancy search
- Link Salesforce case to JIRA issues from search results
- Auto create JIRA issue when case is created (supports email2case and bulk load of cases)
- Sync Salesforce data with JIRA from Salesforce configuration
- Drill down in charts to show details
- Attribute sharing of all Salesforce objects (including custom objects) related to a case
- Configurable auto close of a case if all related JIRA issues are resolved (or closed)

Improvements

- Auto update of JIRA default project and issue type in Salesforce configuration when connected to JIRA
- Disabling of Salesforce triggers used by zAgileConnect - to minimize future calls (used only in exceptional situations)
- Support Case Console display format for viewing JIRA issue detail and search results
- JIRA comment to Salesforce truncated when > 4000 chars
- Support for basic Salesforce datatypes for display formatting in JIRA

Bugs:

- Bulk case operations causing 'Too many SOQL queries' and 'Future calls limit exceeded' errors
- "Too many callouts" error when sending multiple attachments to JIRA
- Case insensitivity when using hashtags (#salesforce, #jira) to send comments between Salesforce and JIRA
- Maintain case linkages even when issue moved to another project or type
- Salesforce-JIRA data sync fails when selected fields are inaccessible to integration user