

Priority Matrix for Jira Cloud

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Priority Matrix for Jira Cloud

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Priority Matrix

[Priority Matrix](#) [Impacts](#) [Urgencies](#)

		Urgencies				
		Highest	High	Medium	Low	Lowest
Impacts	Extensive / Widespread	Highest	High	Medium	Low	Lowest
	Significant / Large	Highest	High	Medium	Low	Lowest
	Moderate / Limited	High	Medium	Low	Lowest	Lowest
	Minor / Localized	Medium	Low	Low	Lowest	Lowest

[Save changes](#)



Cloud



Paid



We found that many of our customers need to prioritize

their tickets based on two factors coming from a business logic and not on the criteria of the user who opens the ticket or the agent who is attending it... and this is our Solution: Priority Matrix!

➤ Description

With this app, the goal is to simplify the user experience, empowering the users with role **Project Admin** the ability to make or modify the priority matrix in a friendly way through the project configuration and creating two separate fields in the Project level.

Depending on the need, one can be in the ticket creation which is filled in by the **reporter (Urgency)** and the other in the edition, which is filled in by the **agent (Impact)** or both can be available from the creation of a new Issue or editing an Issue.

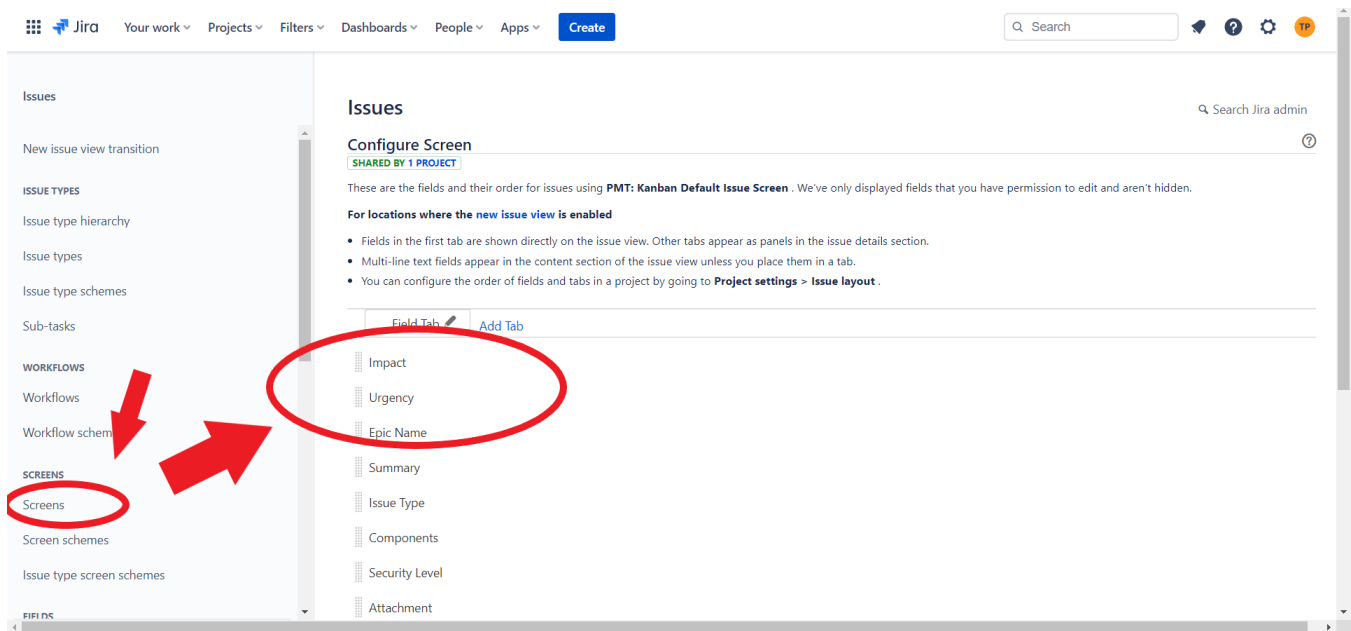
In this way the **Priority field is calculated automatically** at each Urgency/Impact change and not at the user's discretion.

See this short 2-minutes video:

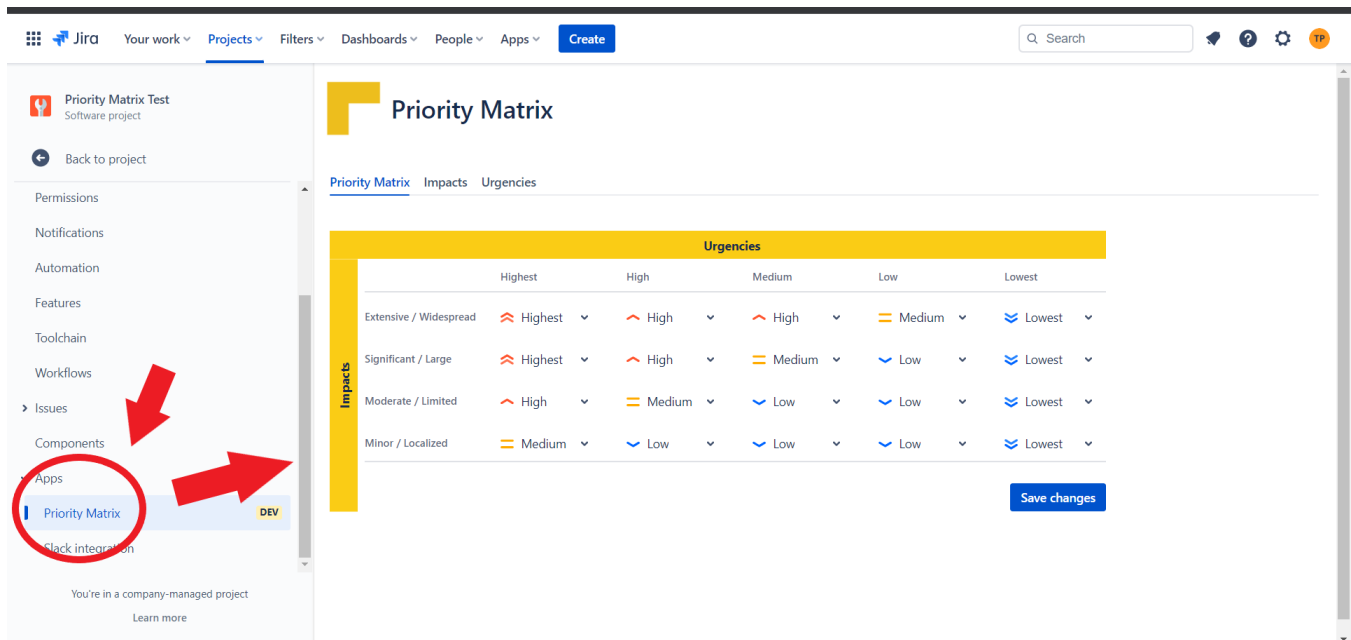
➤ How does it work?

It is really easy, but **Project Admin role** is needed to create the first configuration of the Priority Matrix, also the help of the **Jira Admin** to include the new fields in the Project Screens

➤ **0. Talk with your Jira Admin in order to add the fields Impact and Urgency to the Screens of your Project**



➤ 1. Go to your "Project settings" and click in "Apps" "Priority Matrix"



➤ 2. Click in "Impacts" in the Priority Matyrix screen and fill the values like in this example

The screenshot shows the Jira 'Priority Matrix' configuration page for a project named 'Priority Matrix Test'. The left sidebar contains navigation links: 'Back to project', 'Permissions', 'Notifications', 'Automation', 'Features', 'Toolchain', 'Workflows', 'Issues', 'Components', 'Apps', and 'Priority Matrix' (highlighted with a blue bar and a 'DEV' badge). The main content area is titled 'Priority Matrix' and has three tabs: 'Priority Matrix', 'Impacts', and 'Urgencies'. The 'Impacts' tab is active, and its name is circled in red with a red arrow pointing to it. Below the tabs, there is a 'Field label' section with 'Impacts' entered and a 'Save' button. To the right is a 'New option' section with an 'Add' button. A table lists four options for 'Impacts':

Position	Option	Actions
1.	Extensive / Widespread	Delete
2.	Significant / Large	Delete
3.	Moderate / Limited	Delete
4.	Minor / Localized	Delete

➤ **3. Click now in "Urgencies" and complete the rest of possible options for the Issues of the Project**

The screenshot shows the Jira 'Priority Matrix' configuration page for the same project. The 'Urgencies' tab is now active and circled in red with a red arrow pointing to it. The 'Field label' section now shows 'Urgencies' and the 'Save' button. The 'New option' section remains empty. The table lists five options for 'Urgencies':

Position	Option	Actions
1.	Highest	Delete
2.	High	Delete
3.	Medium	Delete
4.	Low	Delete
5.	Lowest	Delete

➤ **4. Select "Priority Matrix" and complete the values with the possible Priority options. Click "Save changes"**

Priority Matrix

[Priority Matrix](#) [Impacts](#) [Urgencies](#)

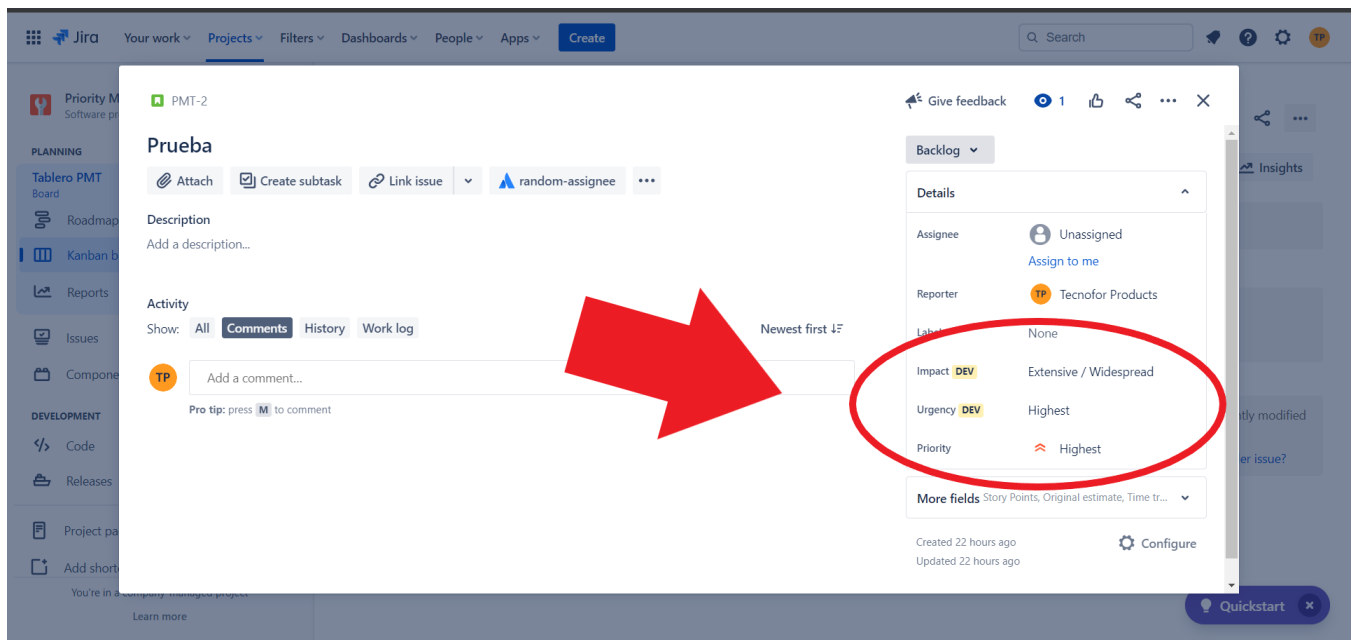
		Urgencies				
		Highest	High	Medium	Low	Lowest
Impacts	Extensive / Widespread	Highest ▾	High ▾	High ▾	Medium ▾	Lowest ▾
	Significant / Large	Highest ▾	High ▾	Medium ▾	Low ▾	Lowest ▾
	Moderate / Limited	High ▾	Medium ▾	Low ▾	Low ▾	Lowest ▾
	Minor / Localized	Medium ▾	Low ▾	Low ▾	Low ▾	Lowest ▾

[Save changes](#)

➤ 5. It's turn to test the new feature! Create a new Issue in the project and select both values "Impacts" and "Urgencies"

The screenshot shows the Jira 'Create issue' dialog box. The 'Issue type' is set to 'Story'. The 'Status' is set to 'Backlog'. The 'Impact' dropdown is set to 'None' and is circled in red. The 'Urgency' dropdown is also set to 'None'. A large red arrow points to the 'Impact' dropdown. The background shows the Jira interface with the 'Priority Matrix Test' project selected.

➤ 6. You can also edit an Issue and recalculate the Priority changing the values of Impact and Urgency



➤ **7. That's all! We will introduce new powerful features in the next months!**

Release Notes

2023-01-07 First public version of the App

