Support Admin Tools & Announcement Banner for Jira Cloud

General Information



Support Admin Tools & Announcement Banner for Jira Cloud

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Cloud



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Description

With this Jira Cloud add-on your Jira Administrators will get super powers!

This is an App extension for your Jira Cloud to help in some typical admin actions, like **know the customfield id's** or to configure an **Announ cement Banner** to your Jira Cloud Users!

No configuration is needed; only install it, that's all! Plug'n'play.

And new features to come!

1-minute short video summary:

Install addon

Just follow the following GIF for the install process. Only few clicks and addon will be installed in cloud instance.

🗰 🐗 Jirɑ Your work 🗸 Projects 🗸 Filters 🗸 Dashboards 🗸 People	∽ Apps ∽ Create			Q Search
	Discover apps and i	ntegrations for Jira		
Apps				
ATLASSIAN MARKETPLACE	support Sort	✓	Categories 🗸	
Find new apps	251 results			
Manage apps				
App requests				
Promotions	support			
OAuth credentials	Zendesk Support for Jira	Customer Case - Jira Support & Feedback	Support Admin Tools & Announcement Banner for Jira Cloud	
APPS	Create a seamless workflow between Zendesk Support tickets and Jira issues and unite your support and engineering teams	Facilitate customer service in Jira. Communicate with customers or within	Jira Support Toolkit for Awesome Jira Admins	
Support Adm DEV	IT & helpdesk	departments via web portal or by email Email, IT & helpdesk, Integrations, Project managem	Admin tools	
SCRIPTRUNNER	★★★ 139 14.9k installs	★ ★ ★ ★ (8) 210 installs		
Browse		CLOUD SECURITY PARTICIPANT		
Script Console				
Built-in Scripts	\bigcirc	Å	•	
Script Listeners	\bigcirc	$\langle \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \!$	•	
Scheduled Jobs	Support Time Contract Management	Zoho Assist - Remote Support	HelpDesk+ Intuitive Slack first Support	
Workflows	for JSM Support time contract management right in	Remotely access and troubleshoot your customer's computer by initiating a support	Automate your ITSM processes inside Slack with HelpDesk+ for JSM	
Behaviours	Jira Service Management IT & helpdesk, Monitoring, Reports, Time tracking	session right from your service requests IT & helpdesk, Integrations	IT & helpdesk, Integrations, Utilities, Workflow	
Escalation Service	40 installs	123 installs	C instails	
Scripted Fields	CLOUD FORTIFIED		CLOUD FORTIFIED	

Seneral Configuration

No Configuration is needed, as shown in following GIF

🗰 🛧 Jira Service Managem	ent Your work ~ Projects ~ Filters ~ Dashboards ~ People ~ Apps ~ Create	Q Search		0)	9
Apps	Apps		Q, Se	arch Jir	a admir	1
ATLASSIAN MARKETPLACE Find new apps App requests Promotions OAuth credentials JIRASUPPORT [SUA7] Install in Browser SUPPORT ADMIN TOOLS Announcement Banner Custom fields	Manage apps Text installed upped to					

> Create an Announcement Banner to be shown to your users

Go to "Apps" "Support Admin Tools" : "Announcement Banner" option

	We are in maintenance	
🗰 <table-of-contents> Jira Your work 🗸 Pro</table-of-contents>	jects v Filters v Dashboards v People v Apps v Create	Q Search 🔍 🕈 🔞
Apps	SAT Announcement Banner	Check changes
G Back	You can set text that will be shown in a banner at the top of all pages in Jira. This is useful for alerting users of upcoming system-wide changes.	
Support Admin DEV Announcement Banner Custom fields	Active banner Announcement * We are in maintenance	
	Banner is shown to users C Suers an dismiss the banner Vubility level Pubility show to logged in users only Pubility show to anyone on the internet C C C C C C C C C C C C C	
	Announcement banner templates MAINTENANCE Template description for MAINTENANCE MRADDON	+ Add template B and all

Push the button "Add template", then add the content and put a "summary name" to your announcement.

	r Jirα Your work ∽ Pro	sjects ∽ Filters ∽ Dashboards ∽ People ∽	New template ×	Q Search
Apps		SAT Announcement Banne	Tite" EXAMPLE	Check
G	Back	You can set text that will be shown in a banne	Description "	
	Support Admin DEV	Active banner	A sample example	
0	Announcement Banner	Announcement*	Announcement*	
0	Custom fields	We are in maintenance	Hello Jira Usersi	
		Banner is shown to users	Banner is shown to users	
		Users can dismiss the banner	Users can dismiss the banner	
		Visibility level	Visibility level	
		 Private: show to logged in users only Public: show to anyone on the internet 	Private: show to logged in users only Public: show to anyone on the internet	
		Save Copy as template		
		Announcement banner templates	Cancel Save	+ Add template
		MAINTENANCE Template description for MAINTENANCE		
		MRADDON Template description for MRADDON		

Now just "Save" and "Activate" to be shown to your users!

👖 👎 Jira Your work 🗸 P	rojects × Filters × Dashboards × People × Apps × Create	Q. Search
Apps	Banner is shown to users Constraints and the state of the	
🕒 Back	Visibility level	
Support Admin DEV	Private: show to logged in users only	
Announcement Banner	Public: show to anyone on the internet	
Custom fields	Save Copy as template	
	Announcement banner templates	+ Add template
	MAINTENANCE Template description for MAINTENANCE	
	MRADDON Template description for MRADDON	
	EXAMPLE A sample example	
	Announcement	
	Hello Jira Users!	
	Banner is shown to users	
	Users can dismiss the banner	
	Visibility level	
	Private: show to logged in users only Public: show to anyone on the internet	

(Remember to always push the button Check change or refresh page to see the changes!)

> Disable the Announcement Banner

Go to "Apps" "Support Admin Tools" : "Announcement Banner" option

Open the active template and then desactivate the option "Banner is shows to users" and click "Save", the announcement banner will be disabled

🏭 🕂 Jira Your work ~	Projects × Filters × Dashboards × People × Apps × Create	Q Search	* 0
Apps	SAT Announcement Banner		Check
e Back	You can set text that will be shown in a banner at the top of all pages in Jira. This is useful for alerting users of upcoming system-wide changes.		
Support Admin DEV	Active banner		
Announcement Banner	Announcement*		
Custom fields	Hello Jira Usersi		
-	Banner is shown to users		
	Visibility level Visibility l		
	Public: show to anyone on the internet		
	Save topy at template		
	Announcement banner templates	+	- Add template E
	MAINTENANCE		

> Feature: Custom fields

Go to "Apps" "Support Admin Tools" : "Custom fields" option

	Projects ~ Filters ~ D	Dashboards v People v Apps v Create			Q Search	* 0 ¢
	SAT Custo	m Fields			You cu	rrently have 79 active custom field:
Back	Filter by Id, Nam	e or Description Q				
Support Admin DEV	/ Id ÷	Name *	Type :	Screens and contexts -	Projects :	Last used =
Announcement Banner Custom fields	10533 🖨	Account LOCKED Tempo Account Custom Field	? Unknown Raw type: Option2	2 screens, 1 context	1 project	Not tracked
custom neids	10122 🖸	Approvals LOCKED Provides search options for JIRA Service Desk approvals information. This custom field is crea	Approvals Raw type: Sd-approvals	1 screen, 1 context	1 project	Not tracked
	10538 🛍	Approver groups Contains groups of users needed for approval. This custom field was created by Jira Service	Group Picker (multiple groups) Raw type: Array	1 context	None	No information
	10132 🖸	Approvers Contains users needed for approval. This custom field was created by JIRA Service Desk.	User Picker (multiple users) Raw type: Array	11 screens, 1 context	3 projects	Apr 10, 2019
	10529 🖸	CAB Change Advisory Board members	User Picker (multiple users) Raw type: Array	2 screens, 1 context	1 project	No information
	10544 🛍	Category LOCKED Choose a category using a popup picker window.	? Unknown Raw type: Option	53 screens. 24 contexts	23 projects	Not tracked
	10513 🖸	cc	User Picker (multiple users) Raw type: Array	3 screens, 1 context	1 project	No information
	10519 🖸	CC2	User Picker (multiple users) Raw type: Array	2 screens, 1 context	1 project	May 14, 2019
	10405 🛍	Change completion date Specify the completion time for the change request	Date Time Picker Raw type: Datetime	2 screens, 1 context	1 project	No information
	10528 🖸	Change managers Contains the change managers for the change management process.	User Picker (multiple users) Raw type: Array	1 screen, 1 context	1 project	No information
	10403 🛍	Change reason Choose the reason for the change request	Select List (single choice) Raw type: Option	2 screens, 1 context	1 project	No information
	10402 🛍	Change risk	Select List (single choice) Raw type: Option	2 screens, 1 context	1 project	No information
	10404	Change start date	Date Time Picker	2 screens, 1 context	1 project	No information

In this view you will easily see the **ID of the customfields** that are so difficult to see in Jira Cloud and are so necessary for the development of integrations.

And... New features to come this 2023!

Release Notes

- 2022-07-18 New version released with new features:
- Announcement Banner to users, configurable by Jira Admins in Cloud
 Custom fields view in order to see easily ID's of the customfields
 The old plugin of the browser can be removed at this moment, but probably in the future will be reused to continue the Support Admin Tools App development.
 2023-05-01 Now the App has been refactorized in Forge and Highly securized with Cloud Fortified insignia