ATLASSIAN + **slack**

7 Steps to more effective teamwork with Atlassian and Slack

Users share their secrets for streamlined notifications, less context-switching, and more automated workflows

With Slack and Atlassian…

Introduction

Once upon a time, Atlassian and Slack formed a strategic partnership to shape the future of teamwork. Our partnership was built on our shared mission to help our customers strengthen team collaboration and deliver great outcomes. We are inspired by the way teams throughout the world are using Atlassian and Slack to move work forward.

We've talked to a handful of teams to understand how they are using Slack and Atlassian together to get their best work done. We've compiled the best tips from our user community into this guide so your team can get the most out of using Slack and Atlassian together. Read on for tips from fellow Atlassian & Slack users that will help you automate workflows, streamline communication, and form stronger bonds within your teams.

IT teams resolve requests faster and run IT services more efficiently

IT teams use Slack and Atlassian together to react to and resolve incidents more efficiently. One tip teams shared is to create dedicated Slack channels for notifications and incident management.

Teams use Slack and Atlassian not only to manage their digital communication and projects, but also to manage physical devices for their teams.

TIP 01

Create dedicated Slack channels for your IT team's tickets

Mirek says,

Working with different teams can make it difficult to easily and quickly communicate with one another. Our team uses Slack and Jira together to react on incidents faster. When an incident is created, everyone on our team is notified.

In addition, we create an individual [channel] per incident name using a ticket number (for example #ABC-123). All the participants in the room are involved in the incident investigation. which helps us resolve things faster and coordinate amongst ourselves.

Jeffrey B. says,

Our team creates separate channels for each Jira Service Desk ticket notification. This enables us to have a streamlined approval process for any blocker items that need to be fixed immediately, and helps our team be more efficient.

TIPS FROM THE ATLASSIAN TEAM:

Learn more about incident management in our **guide to tools, on-call, and communication best practices.**

Tim asks:

I'd like to be able to generate and store a Slack conversation about a specific subject against a Jira ticket (whether a Story or Service Desk issue). Having a conversation stored on the Jira issue would be hugely beneficial to us.

TIPS FROM THE ATLASSIAN TEAM:

One way you could could achieve this with the **Jira and Slack integration** is to create a #support-escalation channel where your team follows this workflow:

- When a ticket needs to be escalated, send a message with the link or issue key (e.g SUPP-123) of the ticket. The integration will provide an issue preview so people can easily gain context and reply.
- The original sender can @-mention people who need to be looped in on the escalation in this original message.
- Further conversation for the issue should only happen within a thread to the original conversation (to isolate it from the rest of the channel) until the issue is resolved.
- The threaded replies should be reflected and visible on the original Jira issue via the Slack > Open issue activity sidebar.

📦 **Install the Jira for Slack integration**

TIP 02

Use Slack and Atlassian together for asset management

👤 **Chris B. says,**

We use Jira and Slack together as an asset library for our physical devices.

We have a large number of devices used for testing, and it only took a few hours to create a board-based project where our assets can be checked out, reminders to return devices are made (for us, two weeks after taking a device you'll get a reminder to return it), and overall has created a much more transparent solution in our COVID-19 world.

❝ Using Slack and Atlassian has created a much more transparent solution in our COVID-19 world.

CHRIS B

Having the metrics relating to usage patterns as well as having alerts has really enabled us to justify buying more devices, as well as saving us some money on third party asset-tracking applications.

We created the asset library just before COVID, so the intended use case isn't really our normal use case now - instead, we're able to determine who has which devices so our QA team can contact them and 1) ask for the device, or 2) ask for them to test something quickly, etc.

My usage metrics have determined that we need to buy a bunch more low-end devices (that's where we find the most bugs), high-end Mac PCs (we use them for automation and they're constantly being requested by teams, but we never have enough).

With custom fields we can also use it to check which devices we own using <OS version> or <device version>, etc. They're all just custom fields we created, and with quick-filters and a kanban board, it's basically a metrics-driven menu.

Get real-time notifications about downtime for business-critical tools

Teams also utilize Slack to subscribe directly to RSS feeds that are most important to them.

For example, whether your team uses multiple Atlassian Cloud products, or need to know when Atlassian developer, Marketplace, and/or partner tools are experiencing downtime, adding a RSS feed Slack channel like #atlassian-product-status-rss-feed can help with staying up-to-date (with no Statuspage account required!) You can set up a similar practice with other business-critical tools.

From Kat:

Checking **status.atlassian.com** or receiving RSS feeds into your email inbox works, but an RSS feed in Slack puts this information in a handy shared location without creating emails that need to be "filed".

Follow the steps on **Add RSS feeds to Slack** and add the feeds below that are relevant to you and your team:

INCIDENT HISTORY

- **Atlassian Developer Status**
- **Atlassian Partners Status**
- **Atlassian Support Status**
- **Atlassian Access Status**
- **Atlassian Statuspage Status**
- **Opsgenie Status**
- **Atlassian Bitbucket Status**

- **Trello Status**
- **Jira Align Status**
- **Confluence Status**
- **Jira Core Status**
- **Jira Service Management Status**
- **Jira Software Status**

TIPS FROM THE ATLASSIAN TEAM:

We've recently released **Slack subscriptions as an option for Statuspage**, and this is enabled on all the Atlassian pages. A Slack workspace admin can install the integration from whichever page they're in directly:

The resulting message in Slack is significantly cleaner than an RSS feed subscription:

You'll also see in this message also lists individual components listed for more granularity at a glance. If the page owner has enabled component-level subscriptions, you can also select which components to subscribe to with the Slack integration, a notification preference that isn't possible with RSS feeds.
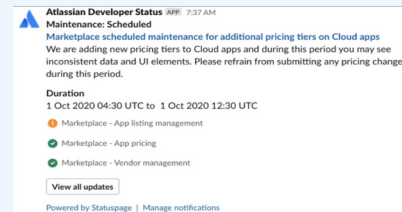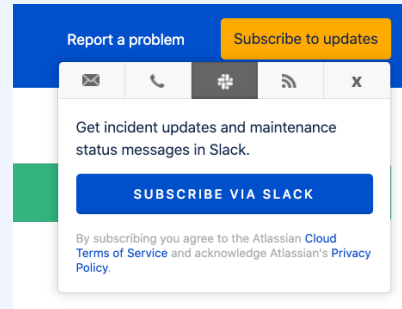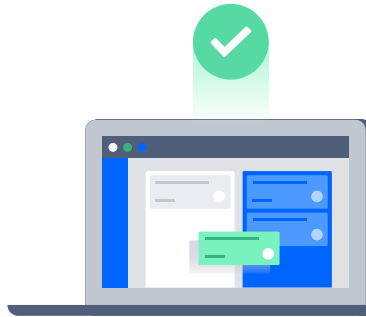
Software teams automate processes, streamline communication, and switch context less

We've heard from many teams that one of the biggest benefits of using Slack and Atlassian together is automating workflows. By using Slack and Atlassian together, software teams can set up automated, real-time notifications (no more sifting through emails), take action on Jira issues directly from Slack, and see all their needed information in one place.

TIP 04

Streamline your workflows with Slack and Atlassian

Patricia F. says,

I create a Jira issue from any Slack conversation or channel. My team loves doing this whenever we're spitballing ideas, or reviewing QA sessions. This is a very easy way to capture an instant idea and preserve the Slack context around it. All the information is in one place.

Ivan says,

We use Slack and Atlassian massively, mainly with Jira Service Management. Among all the bells and whistles, there is a simple and powerful feature that I recently learned that helped us a lot – the ability to create a dedicated channel straight from the Jira issue.

It's useful to receive all Jira notifications, people's conversations, file sharing, screenshots and calls around the topic in one place. You can also see the Jira issue mentions with all the other details.

> **❝ It's useful to receive all Jira notifications, people's conversations, files sharing, screenshots and calls around the topic in one place. You can also see the Jira mentions of the issue with all the other details.**
>
> **IVAN**

Since it's easy to get excited about this feature and creating channels from Jira issues indiscriminately, my tip is to use it for situations that require a focused discussion.

Overall, I would say that what I like most about using Slack and Atlassian together is the feeling of ubiquitous collaboration. We also use Slack and Atlassian alongside other tools like WebEx and Outlook.

Want to unlock 'ubiquitous collaboration' like Ivan's team?

Install the **Jira for Slack integration**

Personalize Slack and Atlassian notifications to stay updated, in real-time

Working across many teams and projects usually means a lot of status updates, conversations, and documentation. How do teams filter through the noise to get the information they actually need?

Chris B. says,

We have a distributed developer team. We have more than ten teams working on a large project that can take a year or more to complete. There are hundreds of Confluence documents involved, and the developers rely on the accuracy and up-to-date nature of them to make sure they're not making bad design decisions. We set up our Confluence notifications with Slack to streamline our workflow.

Any changes to our project documentation are piped to a private Slack channel where our team verifies if the updates are worth sharing with hundreds of employees. If it is a significant change, then I will forward the Slack and Confluence notification message through our team-wide communication channels.

Our team sets up a Slack alert to a private channel instead of relying on the "Watch page" feature on Confluence. I've found that the "What changed" portion of the Confluence and Slack integration makes changes easy to track. The "Publish without alerting watchers" function on Confluence is also valuable.

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CHRIS B

I set up Confluence notifications via Slack on the documents I work on. I receive direct notifications when there are any changes to those documents.

Slack message history is really quite a nice way to reference the changes later.

Want to start collaborating on pages directly from Slack?

Install the **Confluence for Slack integration**

TW **Tom W. says,**

I used to read all the Jira & Confluence notification emails I received, and I would end up missing a few important updates. This meant people ended up waiting or chasing me. Multiply this amount of wasted time by each person in the team and it is easy to see why things took a lot longer than they should.

Our team focused on simplifying the workflow, increasing automation, and shifting key updates from email to scheduled or event-triggered messages to our team Slack channels. This freed up everyone's time to focus on delivery, and we saw a 20% increase in velocity. We also schedule key program and operational updates to our Director / C-suite stakeholders. These updates provided insights that everything was under control and that our teams were delivering quality work.

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>
> **TOM W**

Using the **Jira and Slack integration**, we delivered notifications to a Slack channel when a Level 2 support team using Jira Service Management passed an issue to Level 3 team using Jira Software. The ticket was automatically created based on the status change, and the Slack channel sent updates on the change in priority.

TIPS FROM THE ATLASSIAN TEAM:

Our team collects customer feedback using Jira Service Management, and has it piped into a team #feedback Slack channel via the Jira and Slack integration. That way, all of our team are up to date on the most recent requests and issues our users are having.

Patricia F. says,

I create specific notifications around my new/in progress Jira issues, or projects I need to follow closely, to be delivered in Slack.

I also use direct messages with the Jira Slack bot to stay on top of the work our engineering team is working on without having to ask and bother them. Getting updates through those notifications in Slack is a lot quicker for me than email or Jira notifications.

Ready to consolidate notifications?

Install the **Jira for Slack integration**

Dave L says,

My tip? Do your part to avoid a glut of notifications.

When I tell teams about the **Jira and Slack integration**, they get super excited (as they should).

Teams usually ask for all the notifications (e.g. issue create, issue updates, issue comments, etc.) to appear in their team Slack channel. When configuring Jira-to-Slack notifications, talk teams "off the ledge". Ask them to be mindful – let them know that notifications can be targeted:

- Don't get notified about every single issue. Instead, pick a subset of Jira projects, and on specific issues within those projects (say, highest priority issues).

- Don't get notified for all the events. Focus on transitions that matter, say if a QA bug is reopened.

TIPS FROM THE ATLASSIAN TEAM:

Personalizing notifications ensure that teams get the real-time updates they care most about, so that they spend less time sifting through notifications and more time getting stuff done.

Remote teams improve communication and collaboration

More companies are embracing a distributed and remote workforce. This means more collaboration happening across different geographical locations and timezones. How do teams use Slack and Atlassian to stay connected when colleagues are not all in one location?

TIP 06

## Use Slack and Atlassian together for remote team bonding

Shana says,

On the Atlassian team, we've been leaning heavily on Slack to help keep our teams in sync with the switch to remote work this year.

We have been experimenting with asynchronous team communication preferences and rituals to keep our team culture strong - one way we do that is by syncing Trello with our team Slack channel.

We have a board we use for team icebreaker questions - one question per card - and use Butler to automate moving one card per week to a "question of the week" column. That triggers a Slack notification, which prompts us to answer the question in our team channel.

It's a fun and lightweight activity that keeps us engaged with 'water cooler' conversations without requiring everyone to spend extra time on Zoom.
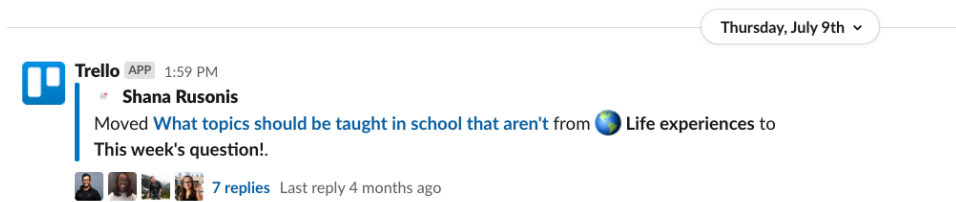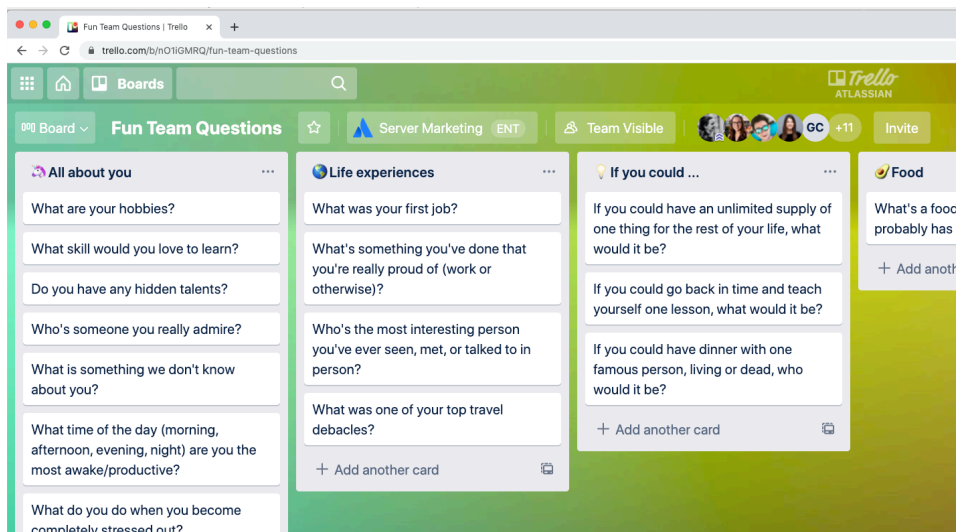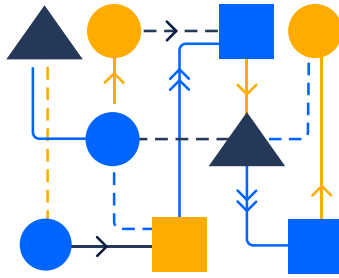

How we did it:

- We pre-filled the board with some questions and invited team members to add their own

- Once the question has been moved to the 'this week's question' column, it stays there perpetually. Maybe halfway through the year I will archive the cards in that channel to clear out the column

Time to try a new team ritual?

Install the **Trello and Slack integration**

Teams can enhance Jira automation

In Jira Cloud, every admin has access to automation. Many of your teams may prefer to receive their Jira updates via Slack, as this workflow is a good way to filter out unnecessary noise.

The **Lookup Issues action function** allows you to surface Jira issues in Slack based on filters you select. Highlight newly created issues daily, surface issues that are about to breach SLA, remind users of issues that need work logged, and more. Below are a few use cases our users suggested.

TIP 07

Advance your workflows further with Jira automations in Slack

Manon says,

I use Slack and Atlassian to ensure the whole team knows when a new feature is delivered. I create Slack notifications when a ticket is resolved and/or when it is a story:

```
1    Story <{{issue.url}}|{{issue.key}}> is now done! Kudos to {{initiator.displayName}}>
```

I've seen it used in either a dedicated #new-features channel or a team-restricted one. I personally find the #new-features channel better because it's not limited to dev people, so you're sure to share the news with everyone!

Tim says,

We create an automation to remind our teams to assign incoming Jira Service Management issues within 15 minutes. This ensures that nothing goes unnoticed without action.

This saves our team a lot of time as we were manually checking queues before. We use Slack for real-time communication as email notifications are not always frequent enough.

JSD Slack list unassigned issues

ⓘ Rule details

🗒 Audit log

📅 When: Scheduled
every **0 0/15 8-16 ? * MON-FRI**

🖥 Then: Lookup issues
Search for issues using JQL
(project="Service Desk" AND assignee is EMPTY AND resolution = Unresolved) ORDER BY "Time to resolution" ASC

⌐⊏ If: matches
{{lookupIssues.size}} does not equal 0

⚙ Then: Send Slack message
There are currently {{lookupIssues.size}} unassigned Service Desk queue items:

1	There are currently {{lookupIssues.size}} unassigned Service Desk queue items:
2	{{#lookupIssues}}
3	:black_small_square: <{{url}}|{{key}} - {{reporter.displayName}} - {{summary}}>
4	{{/}}

Chris B says,

Create a rule that sends a direct message or [creates] a private channel when every issue is created. This saves a lot of clicks when configuring new projects and troubleshooting. It is a great way to go back and remove any test issues that are created.

Brush up on smart values. {{issue.key}} should probably be in every Slack payload message you're configuring. I also tend to leverage the initiator in the payload so people can follow up on actions.

Our QA team uses a dedicated High-Priority Issue Slack channel for urgent issues. Using Jira automation to check the values of certain fields (priority, severity, etc) has made an effective tool for alerts.

> **66** Using Jira automation to check the values of certain fields (priority, severity, etc) has made an effective tool for alerts.
>
> **CHRIS B**

You will have to create a few layers to your schema, depending on how permissive your workflows are.

I have two automation rules for this:

1. When an issue is created, if:
   a) Issue priority is P1 or **b)** Severity is Critical:

   Send {{issue.key}} to slack channel, plus your actual alert message.

2. When an issue is edited:
   a) Issue priority is P1 or **b)** Severity is Critical

Automation `NEW`

Publish rule Return to list

- ⓘ Rule details
- ＋ **When: Issue created**
  Rule is run when an issue is created.
- ⇄ **If: Priority is one of**
  High
- ⇄ **And: Severity equals**
  1 - Critical
- ⬌ **Then: Send Slack message**
  {{issue.key}} has been created (Critical/P1) Can you please check into this asap?
- ○ Add component

⇄ **Issue fields condition** 🗑

Checks whether an issue's field meets a certain criteria. Learn more.

Field *
`Severity ▾`

Condition *
`equals ▾`

Value Field

`1 - Critical ▾`

Cancel Save

Automation `NEW`

Publish rule Return to list

- ⓘ Rule details
- ✎ **When: Issue updated**
  Rule is run when an issue is updated.
- ⇄ **If: Priority equals**
  High
- ⇄ **And: Severity equals**
  1 - Critical
- ⬌ **Then: Send Slack message**
  {{issue.key}} has been created (Critical/P1) Can you please check into this asap?
- ○ Add component

⬌ **Send Slack message** 🗑

Webhook URL *
`https://hooks.slack.com/services/TFCUTJ0G5/TySNSNS/Z3urPDjEMCuT8k`
Please configure an incoming webhook in your Slack account.

Message *
```
{{issue.key}} has been created (Critical/P1)

Can you please check into this asap?
```

To add a link, enclose the URL in <> angle brackets. For example: <https://slack.com> or <https://slack.com|Slack>

Sender
☑ Send message as Automation for Jira

Channel or user
`#hot`

Messages are sent to the default channel specified in your webhook, but you can override this by specifying another channel with '#other-channel', or a specific user with '@userID'. Slack no longer supports @usernames, you can find out more about this in our docs, including how to find member IDs.

Cancel Save

› **What issue data can I include in my Slack message?**

You can also check these conditions on workflow transitions, achieving a similar result in cases where priority/severity values are changing through transitions instead.

This same system can be used to alert when tickets have a specific label, field value, etc.

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TW **Tom W. says,**

I find that using Automation for Jira and the **Lookup Issues action function** are helpful. I use these functions to generate a list of Jira issues from a JQL result. These could update teams in Slack channels on a variety of topics, either on a schedule or based on a trigger event. Examples of these include, but is not limited to, creation of release notes, bugs raised from a test cycle against a fix version, dependencies or blockers raised, or stories created in the last week I also use Jira automation to send friendly "nudges" to team members if they have forgotten to log time, add a comment, etc.

Notification fatigue can also be an easy byproduct, so having a plan for surfacing only the important things is key. In my case, that means automation with careful filtering, such as using the **lookup Issues action**.

> 66 Having a plan for surfacing only the important things is key to avoiding notification fatigue. In my case, that means automation with careful filtering, such as using the **lookup Issues action** with Jira automation.
>
> **TOM W**

TIPS FROM THE ATLASSIAN TEAM:

We love the idea of setting automated updates based on a schedule or trigger events. This automates processes that would otherwise be manual, saving precious time!

UPGRADE YOUR TEAM'S PRODUCTIVITY:

Get 50% off new Slack paid plans

Ready to unlock your team's potential? With Atlassian and Slack together, you can:

- **Boost productivity:** Access all of your Atlassian tools in one collaborative space, saving valuable time by reducing context switching.

- **Automate routine tasks:** Create Jira tickets, assign owners, add comments to Confluence pages and more—directly from Slack.

- **Keep your team aligned:** Receive custom notifications from your Atlassian apps in Slack channels so your entire team is always up to date.

You may qualify for 50% off new Slack paid plans. Learn more at:

atlassian.com/offers/slack

For more information on the Slack and Atlassian partnership, visit **atlassian.com/partnerships/slack.**

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