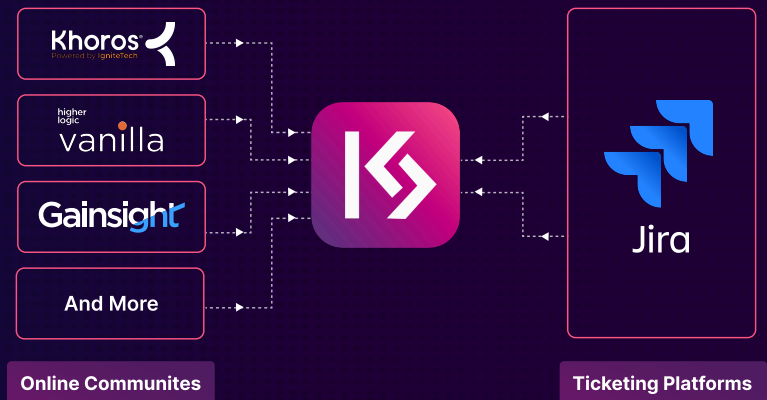


Streamline Idea Management With KaseSync's Community-Jira Integration



Product Overview

Great ideas often start in your online community, but they lose momentum when disconnected from your ticketing platform. KaseSync solves this by automatically syncing community feedback into Jira, streamlining the process of transforming community ideas into Jira tickets. This enables product managers and teams to create the product roadmap and act faster to meet user needs.

Key KaseSync Features for Community-Jira Integration

Comprehensive Field Syncing

Syncs standard and custom fields between Community and Jira, including title, description, status, attachments, tags, votes, and comments, while supporting custom field configurations for specific use cases.

Flexible Mapping and Configuration

Provides an intuitive admin portal to map community boards to Jira projects and control which ideas get synced. It also supports flexible status mapping to align different workflows and terminology across platforms.

Threshold-Based Synchronization

Sync ideas automatically based on vote count, comment volume, or age to focus on high-impact suggestions. Admins set the threshold so that only relevant ideas are converted into Jira tickets.

Private Comment Handling

Admins can configure rules to prevent private comments from syncing between the community and Jira, safeguarding sensitive information and maintaining privacy compliance.

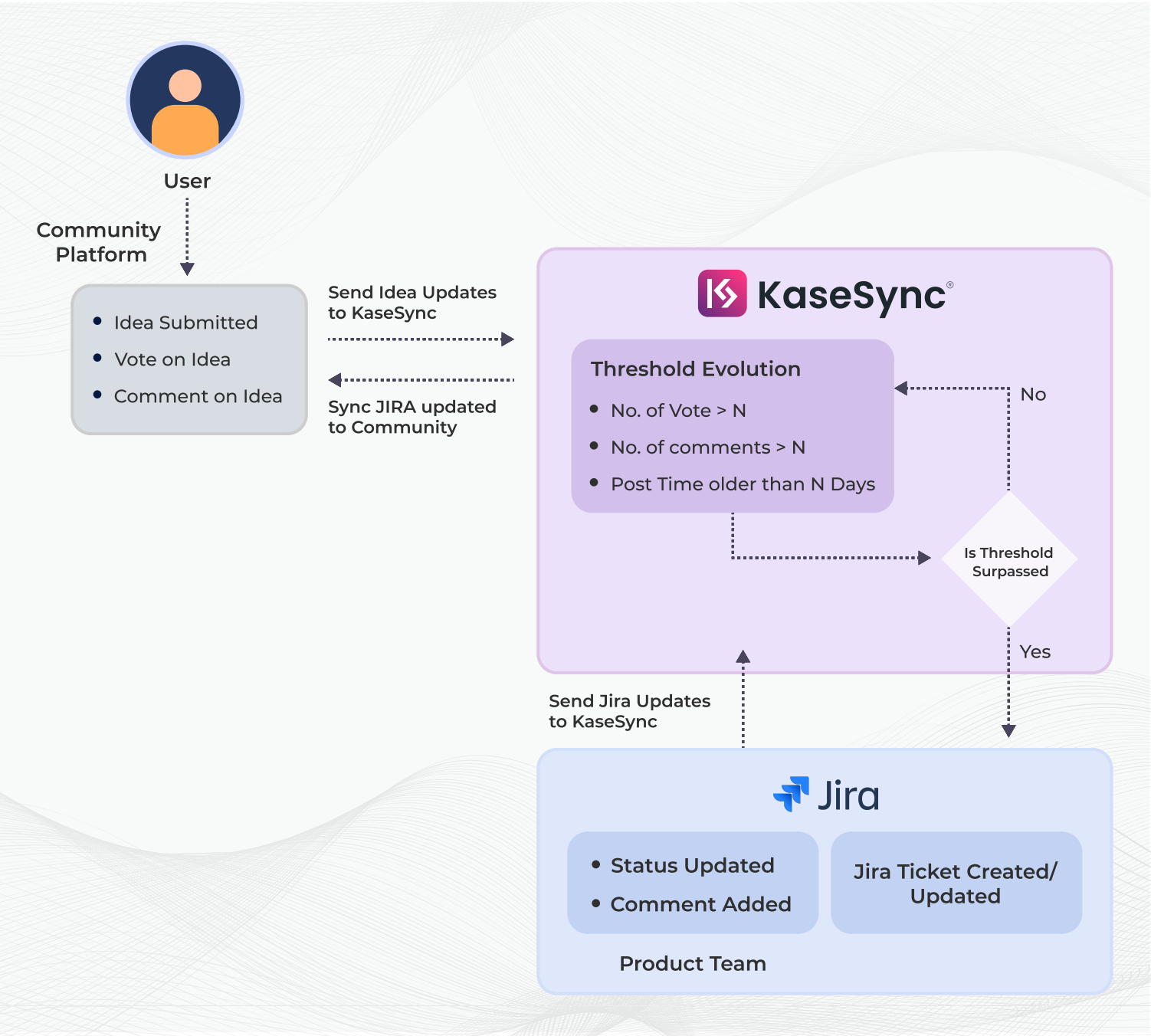
Author Alteration of Idea Details

Allows moderators to modify an idea's details before converting it into a Jira ticket. They can add missing information, clarify ambiguities, and enhance accuracy, ensuring Jira tickets are complete and actionable.

Manual and Automatic Synchronization Modes

Provides manual and automatic sync options, letting admins control when and how ideas are converted into Jira tickets.

Product Architecture



About Us

At Grazitti Interactive, we specialize in helping organizations turn community insights into innovation. Our expertise in digital products enables teams to simplify idea management, boost participation, and make faster, data-driven product decisions. Trusted by 100+ Silicon Valley companies and Fortune 500 brands, we power the connection between customer feedback and product growth.