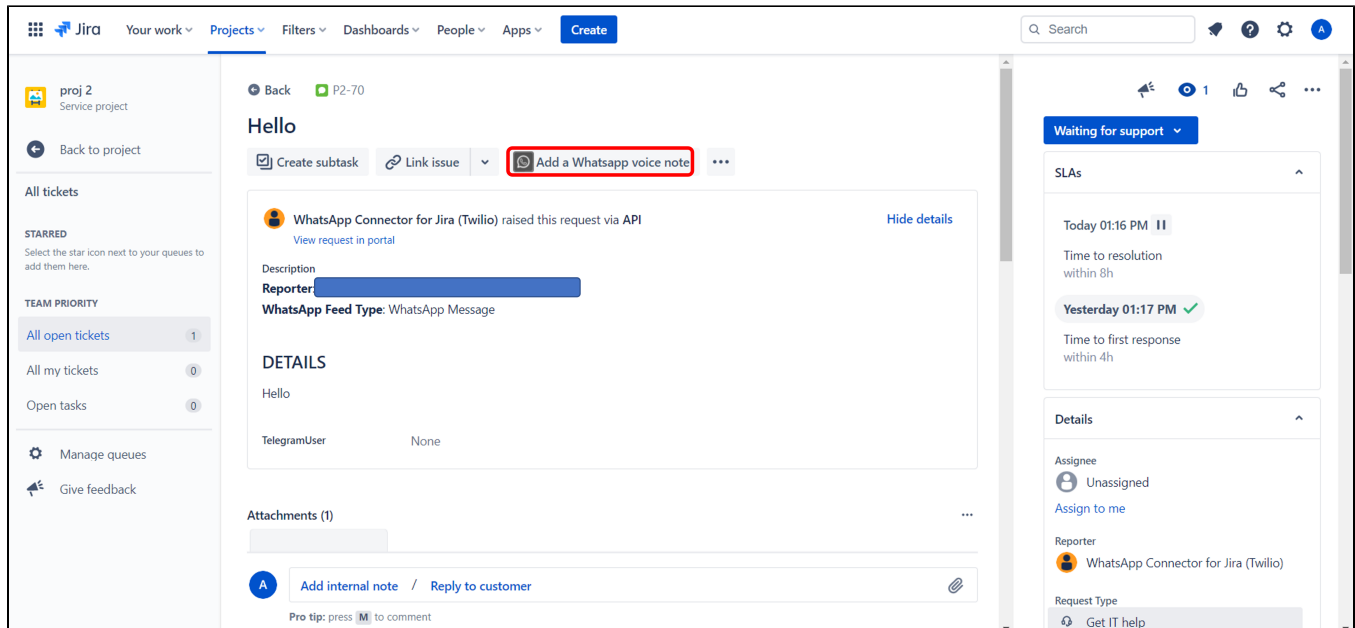


How to Record a Voice Note from Jira and Share It Through WhatsApp

Learn how agents can record a voice note from Jira through **WhatsApp Connector for Jira** and share it with their clients over WhatsApp.

Record a voice note with the following steps:

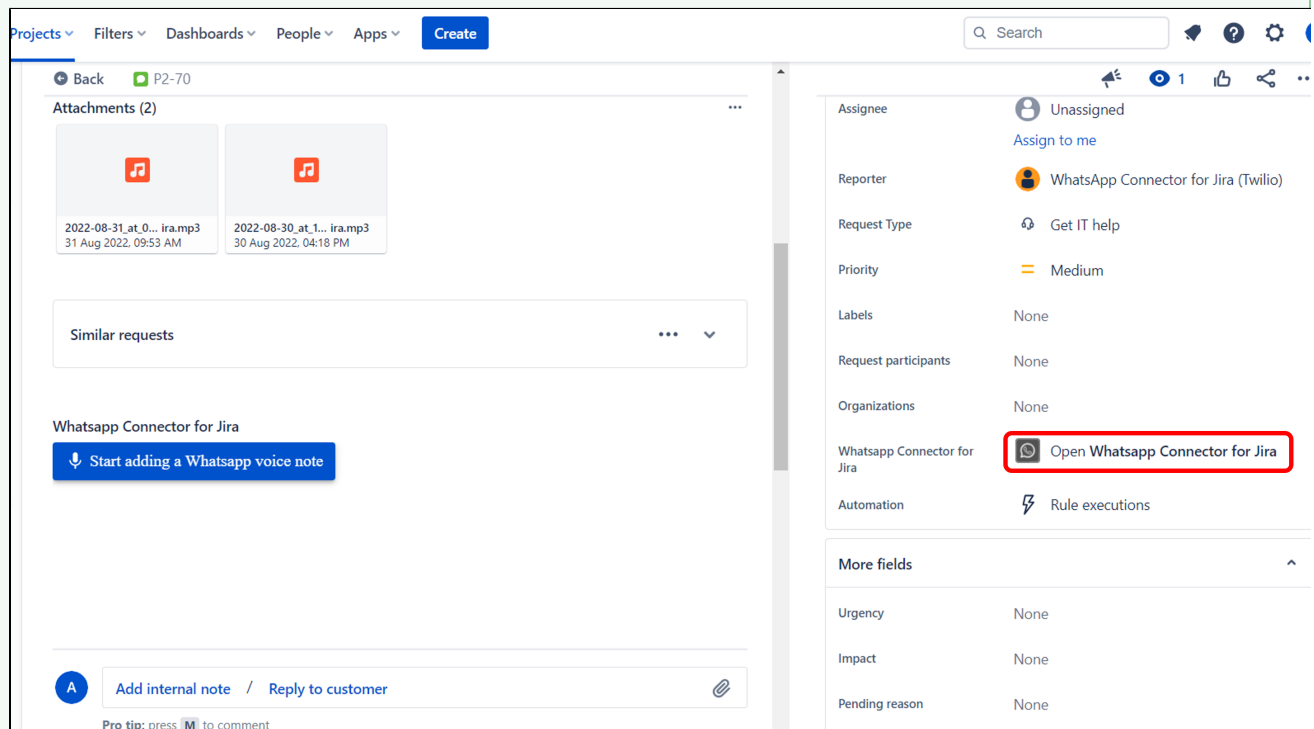
1. Open a Jira Service Management ticket, a button with **Add a WhatsApp voice note** will appear in the Quick-add buttons section.



The screenshot shows a Jira Service Management ticket interface. The ticket is titled "Hello" and is associated with the project "proj 2". The ticket description mentions "WhatsApp Connector for Jira (Twilio) raised this request via API". The ticket details show the reporter as "WhatsApp Feed Type: WhatsApp Message" and the assignee as "Unassigned". The ticket is currently in the "Waiting for support" state. The "Add a WhatsApp voice note" button is highlighted in red in the Quick-add buttons section.

Usage Tip

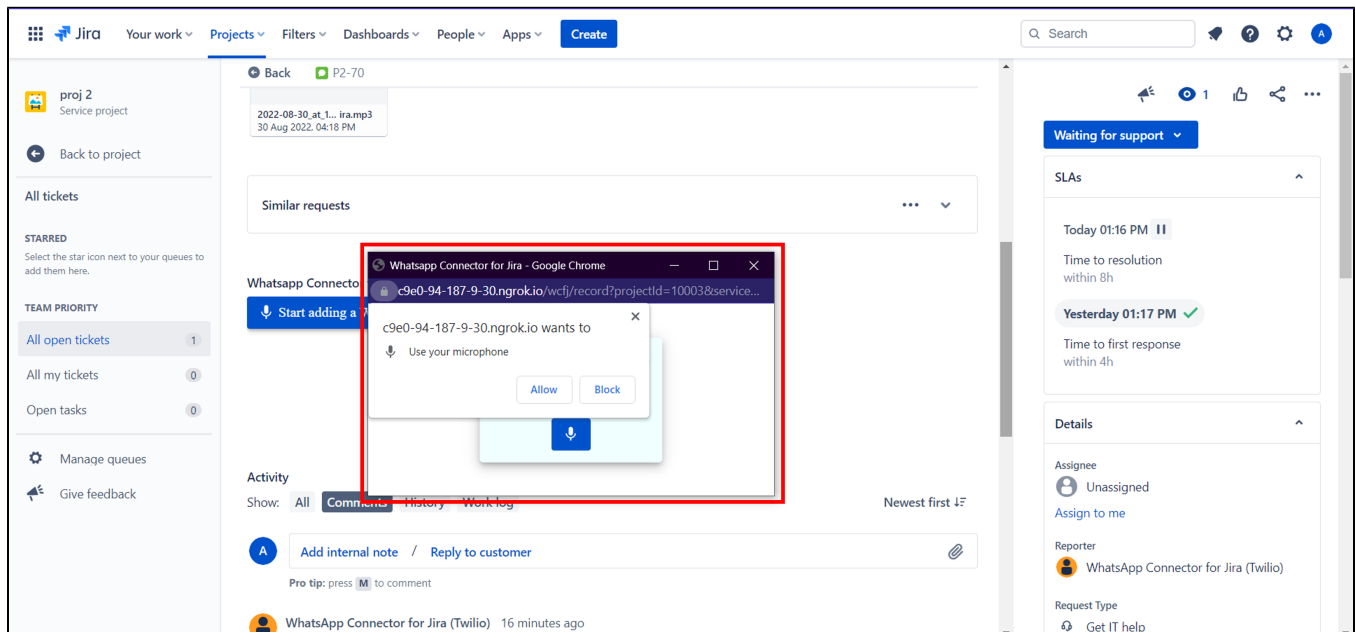
It can also be found in the issue glance section.



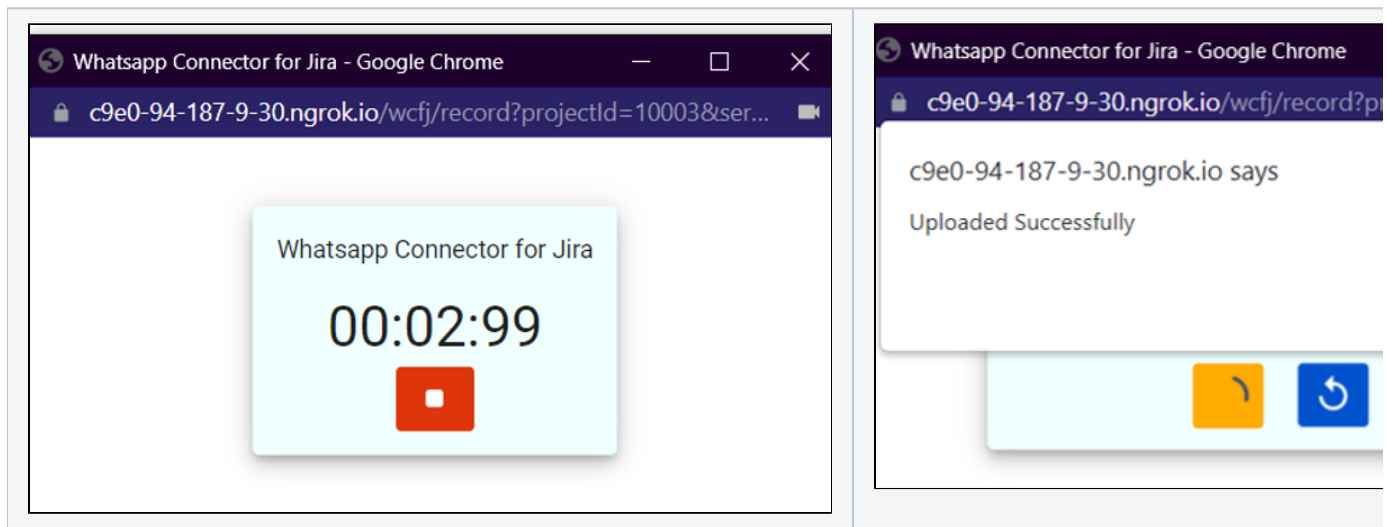
The screenshot shows the "Issue Glance" section of a Jira Service Management ticket. The section displays various fields related to the ticket, including the assignee, reporter, request type, priority, labels, request participants, organizations, and automation. The "Open Whatsapp Connector for Jira" button is highlighted in red in the "Automation" section.

2. Click on **Start adding a WhatsApp voice note.**

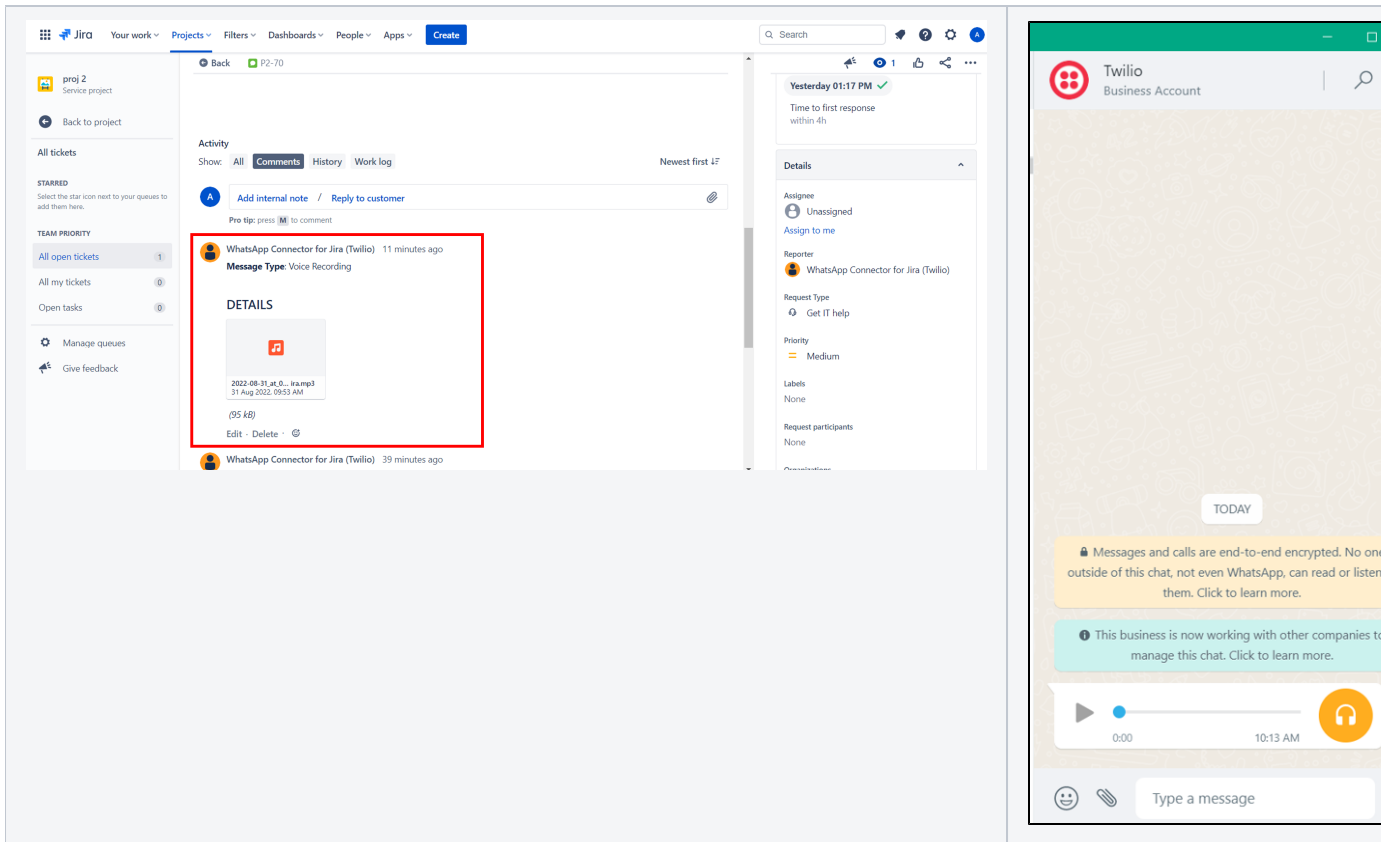
3. A small popup window will appear for mic permission. Enable the mic permission and click on **Allow.**



4. You can now start recording! When you stop the recording, you will have the option to either do another take and start over, or upload the voice recording as is to the issue.



5. The recorded voice note will be added as a comment on Jira and forwarded to the client over WhatsApp.



Related Page

- [Issue Glance new design](#)
- [How to Set Up a Predefined Template Message on Twilio](#)
- [How to Record a Voice Note from Jira and Share It Through WhatsApp](#)
- [How Does a Jira Response turn into a WhatsApp Message?](#)
- [What happens when a customer sends you a WhatsApp message?](#)
- [How to Create and Solve WhatsApp Requests from Jira](#)