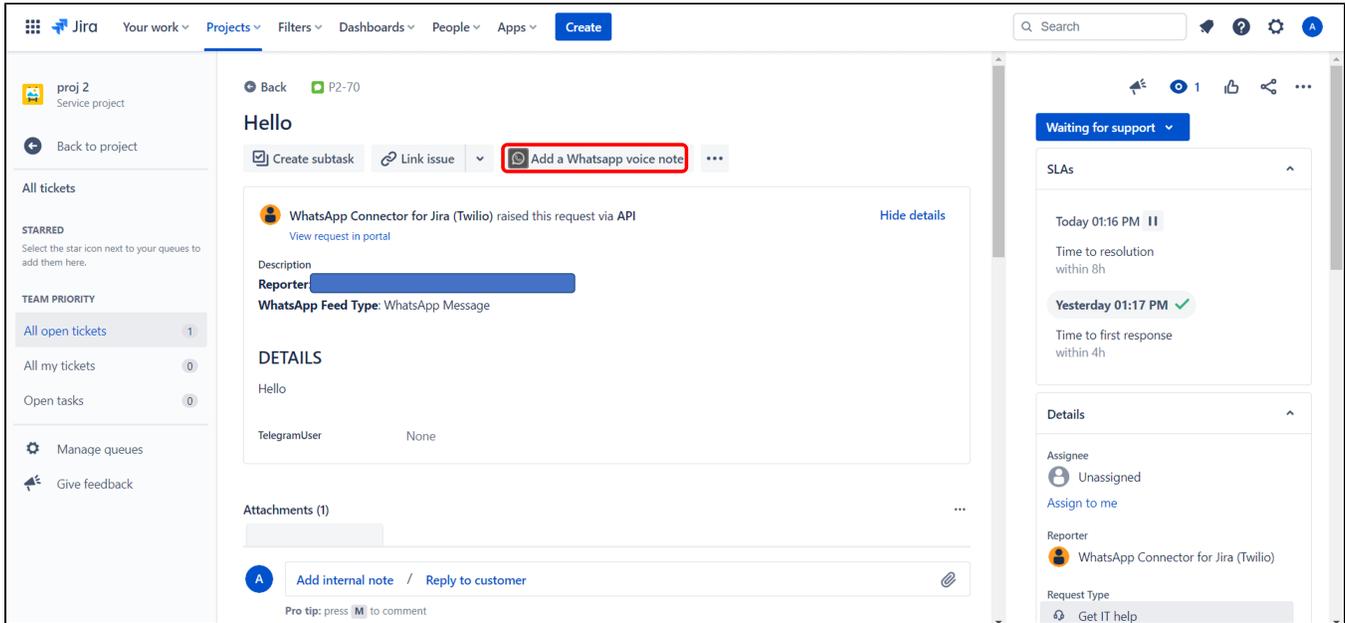


How to Record a Voice Note from Jira and Share It Through WhatsApp

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

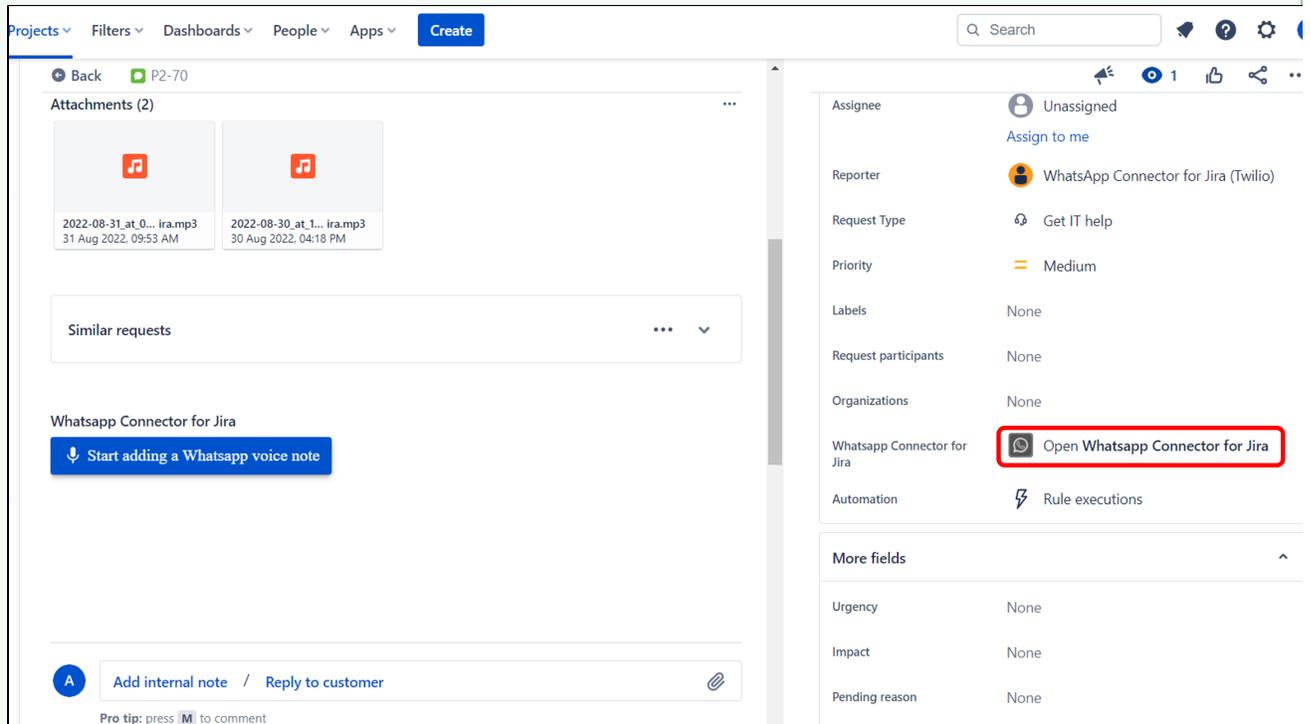
Record a voice note with the following steps:

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



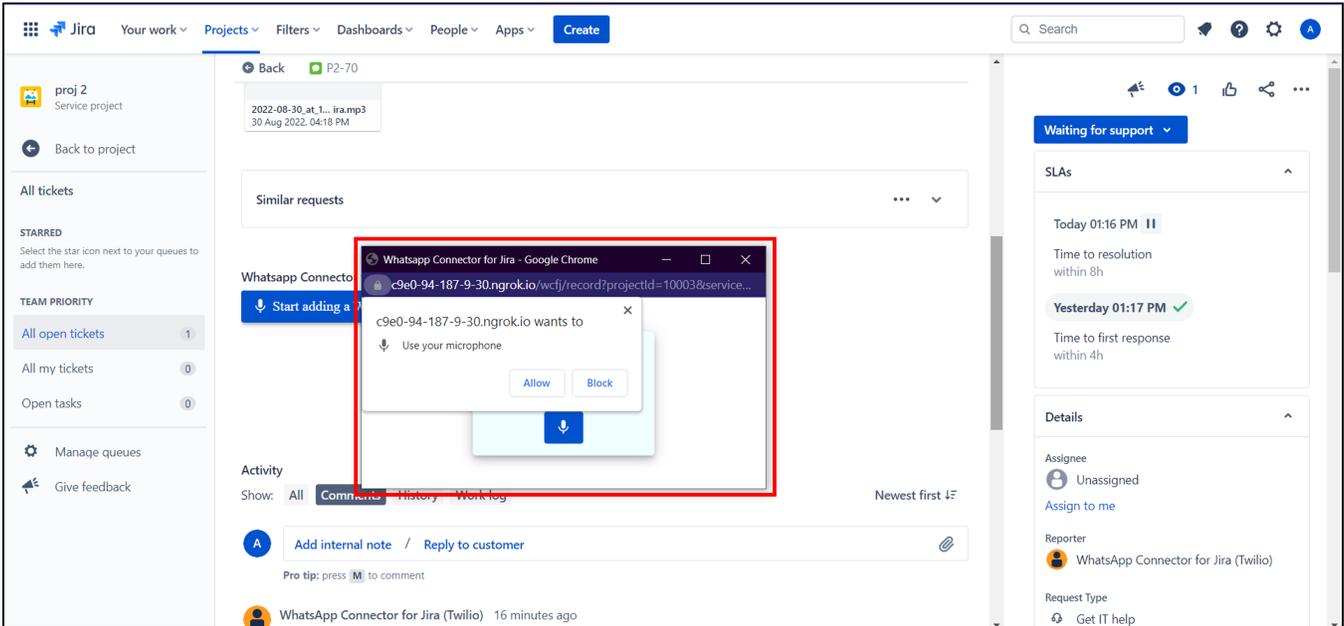
Usage Tip

It can also be found in the issue glance section.

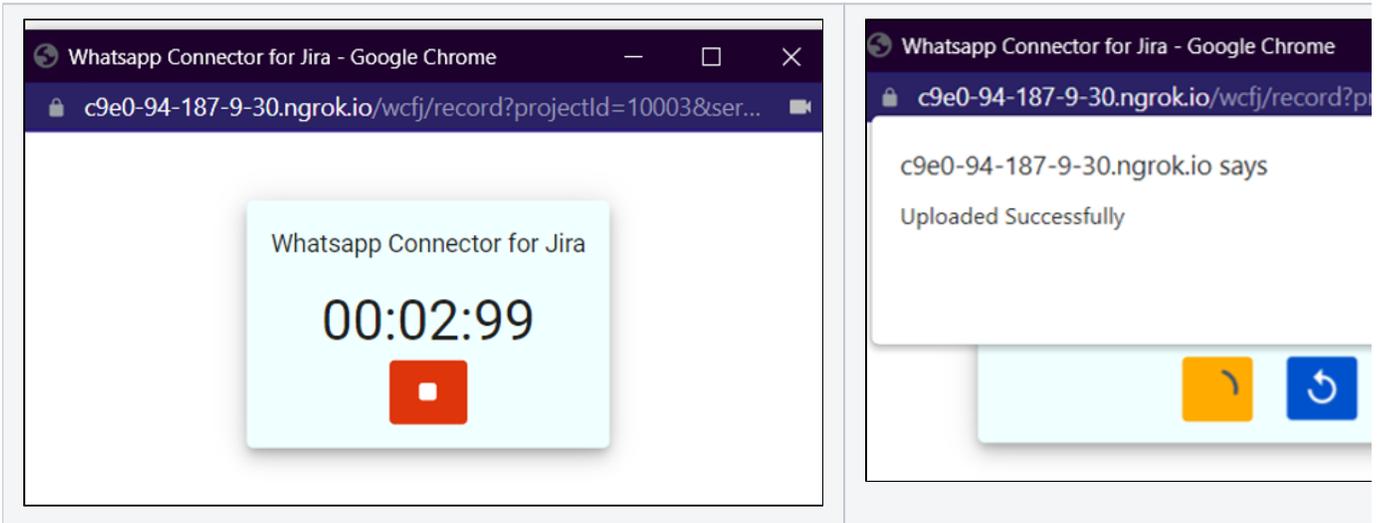


2. Click on **Start adding a WhatsApp voice note.**

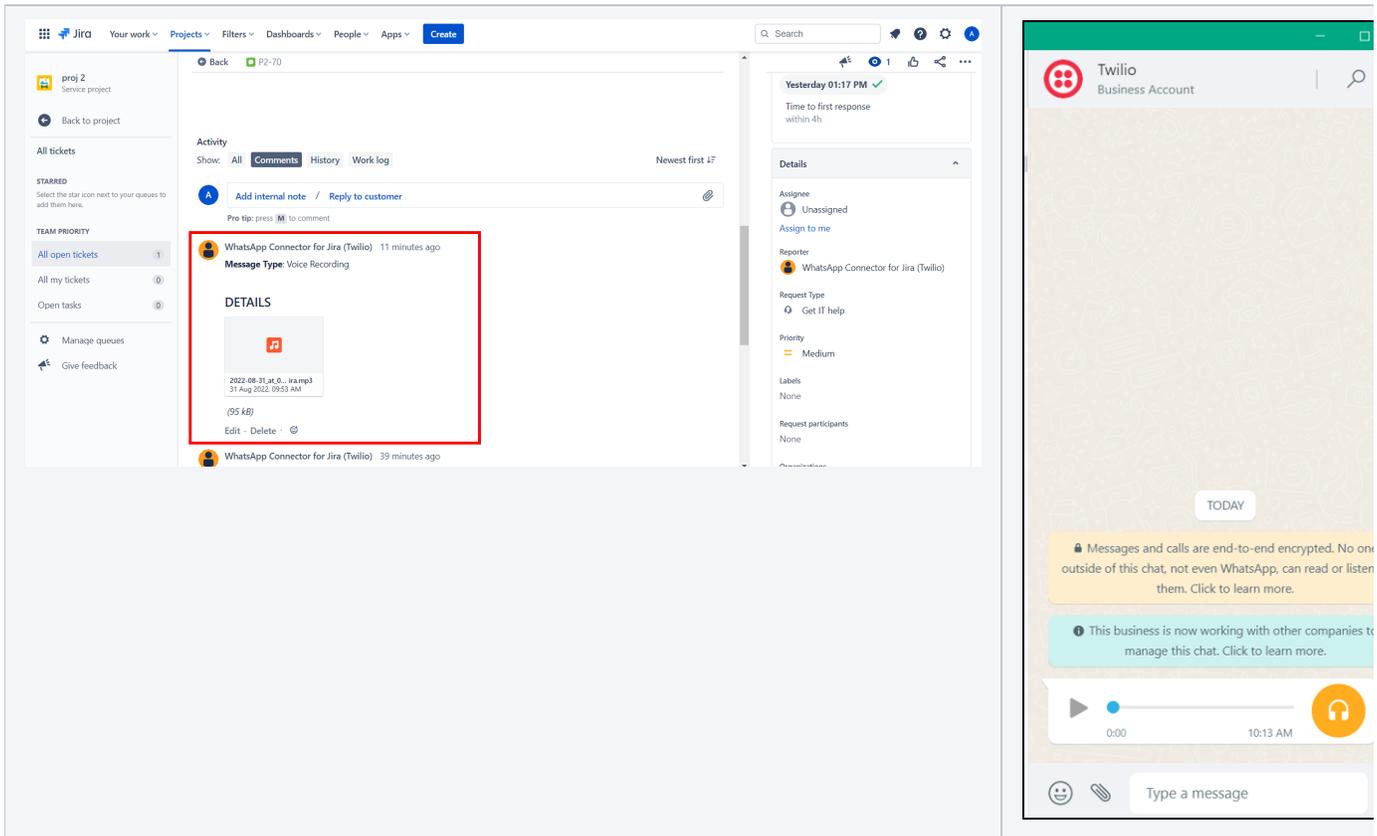
3. A small popup window will appear for mic permission. Enable the mic permission and click on **Allow.**



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](#)