## 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.

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

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

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	WhatsApp Connector for Jira (Twilio) 16 minutes ago	Request Type Get IT help

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.

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



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