

How to Link Your Bot in Telegram to Jira Connector

Learn how to connect your Telegram bot using Telegram to Jira Connector with these steps.

Follow these steps:

1. Get your bot username and bot token



This information can be found after you create your Telegram bot. To create a bot, please follow this [link](#).

2. Head to your Jira instance

3. Select a Jira Service Management project to link to your Telegram bot

4. Click on **Project Settings**

5. Click on **Link Telegram bot**

6. Insert your **Telegram bot Username**

7. Insert your **Telegram Bot Token**

Telegram Connector to Jira

The ultimate solution that integrates Jira Service Management with Telegram to create requests from Telegram messages

✓

2

3

4

5

Create a Telegram botAuthenticate with TelegramSelect Default Request TypeSelect Resolution StatusConfirmation

Connect a Telegram Bot to this Jira Service Management project, to receive new messages as tickets or comments in Jira

Enter your Telegram bot credentials ([Learn how to retrieve them here](#))

Telegram Bot Username

TCFJ_bot

Telegram Bot Token

.....

BackNext

8. Choose the default **Request type**



The request type will be used by **Telegram to Jira Connector** while creating any new request.

To display custom request types, it must meet the following criteria:

- Only the **Summary field** should be required
- There should be a **Description field** in order to create the ticket in the project
- There should be an **Attachment Field** in order to add attachments to the ticket

Jira

Your work

Projects

Filters

Dashboards

Teams

Apps

Create

Q Search

telegram-project

Service project

Back to project

Apps

Workflows

Screens

Fields

Versions

Components

Permissions

Issue security

Notifications

Issue collectors

Development tools

Link Telegram Bot

Slack integration

You're in a company-managed project

Telegram Connector to Jira

The ultimate solution that integrates Jira Service Management with Telegram to create requests from Telegram messages

1

2

3

4

5

Create a Telegram bot

Authenticate with Telegram

Select Default Request Type

Select Resolution Status

Confirmation

This request type will be used by default when creating a ticket received from Telegram integration

	Fix an account problem Having trouble accessing certain websites or systems? We'll help you out.	<input type="radio"/>
	Get a guest wifi account Raise a request to ask for temp wifi access for guests.	<input type="radio"/>
	Get IT help Get assistance for general IT problems and questions.	<input checked="" type="radio"/>
	Onboard new employees Request access for new employees.	<input type="radio"/>
	Request admin access For example, if you need to administer Jira.	<input type="radio"/>
	Set up VPN to the office Want to access work stuff from outside? Let us know.	<input type="radio"/>
	Create a post-incident review Document and share learnings from an incident so that it doesn't happen again	<input type="radio"/>
	Emailed request Request received from your email support channel.	<input type="radio"/>

9. Select the Resolution Status



When an issue status fits the selected resolution status and the user sends a new Telegram message, this message will be transferred into a new Jira issue.

Telegram Connector to Jira

The ultimate solution that integrates Jira Service Management with Telegram to create requests from Telegram messages

1

2

3

4

5

Create a Telegram bot

Authenticate with Telegram

Select Default Request Type

Select Resolution Status

Confirmation

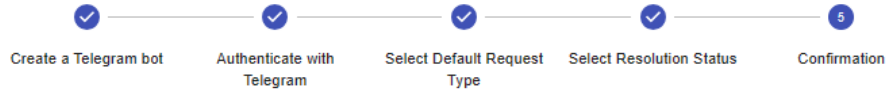
This status will be used when resolving a ticket, to enable creating new one, once we have new Telegram messages on the same stream [more info](#)

	Waiting for support This was auto-generated by Jira Service Management during workflow import	<input type="radio"/>
	Closed The issue is considered finished, the resolution is correct. Issues which are closed can be reopened.	<input type="radio"/>
	In Progress This issue is being actively worked on at the moment by the assignee.	<input type="radio"/>
	Escalated This was auto-generated by Jira Service Management during workflow import	<input type="radio"/>
	Canceled This was auto-generated by Jira Service Management during workflow import	<input type="radio"/>
	Resolved A resolution has been taken, and it is awaiting verification by reporter. From here issues are either reopened, or are closed.	<input checked="" type="radio"/>
	Waiting for customer This was auto-generated by Jira Service Management during workflow import	<input type="radio"/>
	Pending This was auto-generated by Jira Service Management during workflow import	<input type="radio"/>

10. Once everything is in order, click 'save' and the JSM project will be linked to your Telegram Bot.

Telegram Connector to Jira

The ultimate solution that integrates Jira Service Management with Telegram to create requests from Telegram messages



Telegram

Bot Username: TCFJ_bot

Bot Token: 64817...



Request Type

Name : Get IT help

Description : Get assistance for general IT problems and questions.



Resolution Status

Name : Resolved

Description : A resolution has been taken, and it is awaiting verification by reporter. From here issues are either reopened, or are closed.

Back

Save

To learn how to unlink your Telegram bot, you can click on this link [here](#).

Related articles

- [How to Link Your Bot in Telegram to Jira Connector](#)
- [How to Unlink Your Telegram bot](#)
- [How to install Telegram to Jira Connector](#)