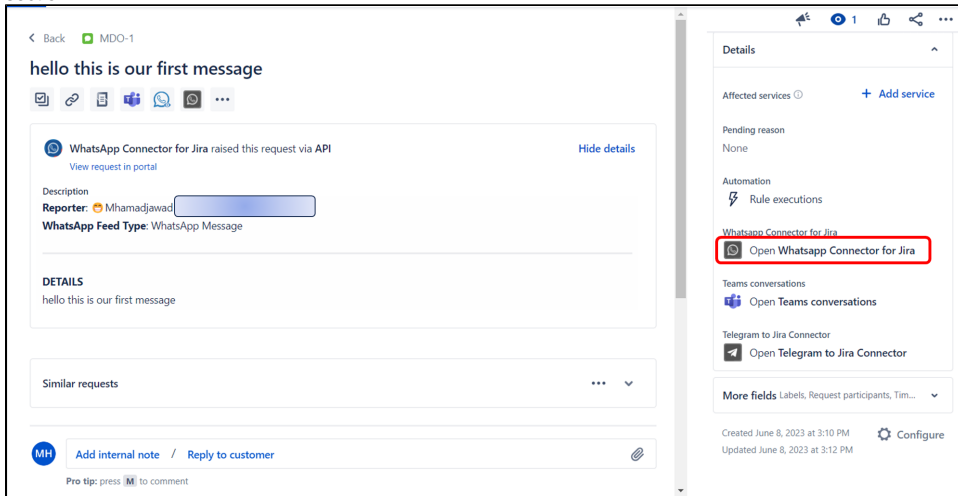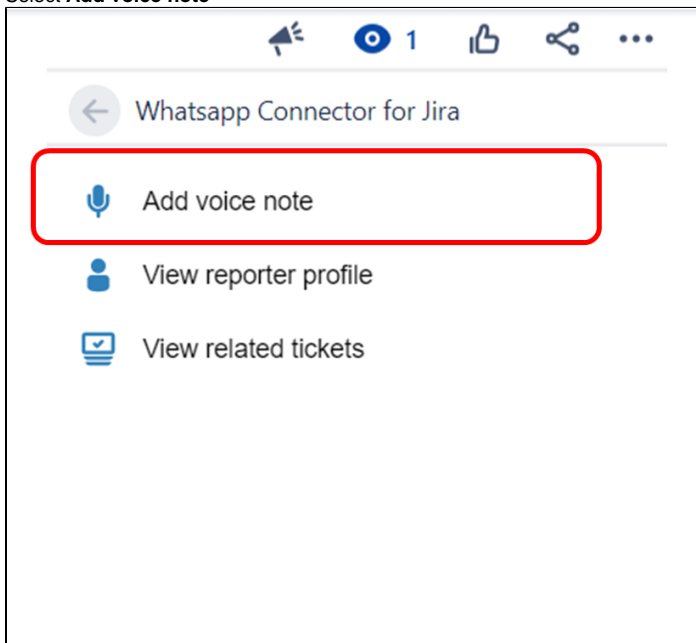# Issue Glance new design

With the new Design of the issue glance a lot of new features have been added.

1. Record a Voice note from the **issue glance**
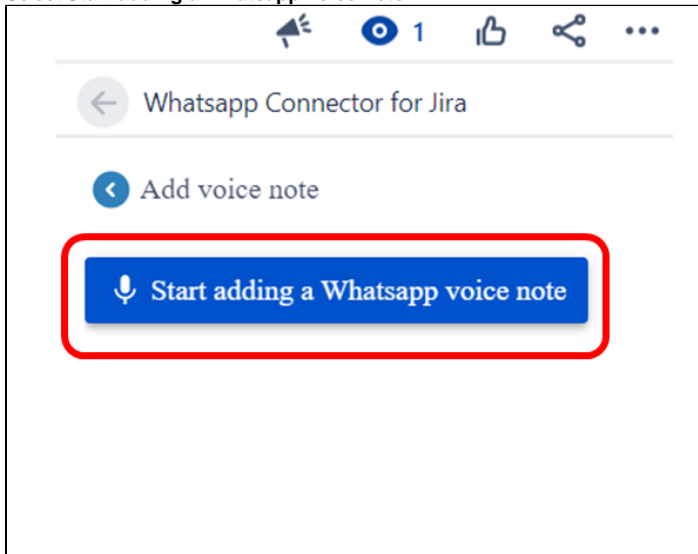   a. Open a **WhatsApp** Jira Service Management ticket, a button with **Open WhatsApp Connector for Jira** will appear in the Details section.

   b. Select **Add voice note**
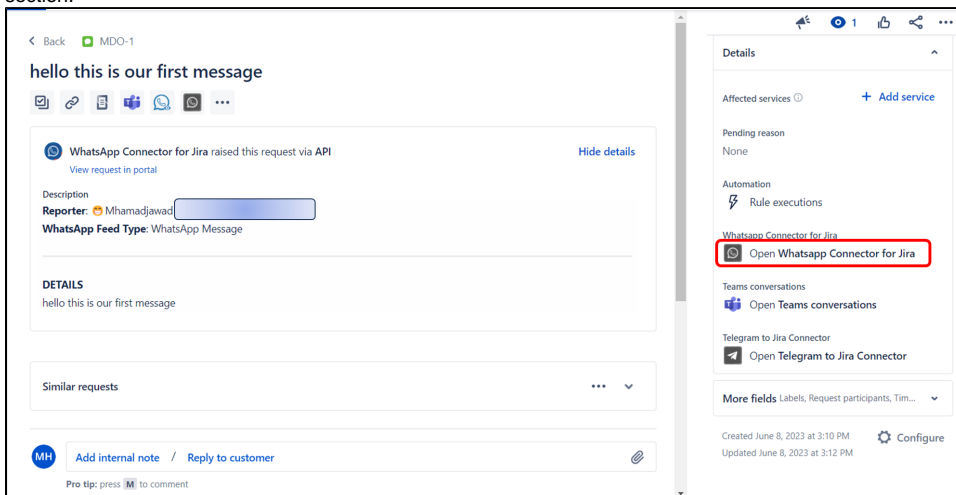
c. Select **Start adding a Whatsapp voice note**
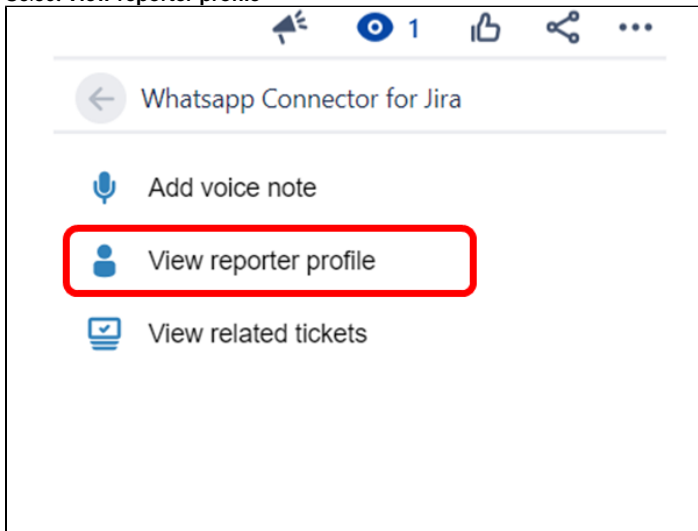

d. Proceed with recording your voice and then uploading.

For more info on how to record a voice note please check this documentation
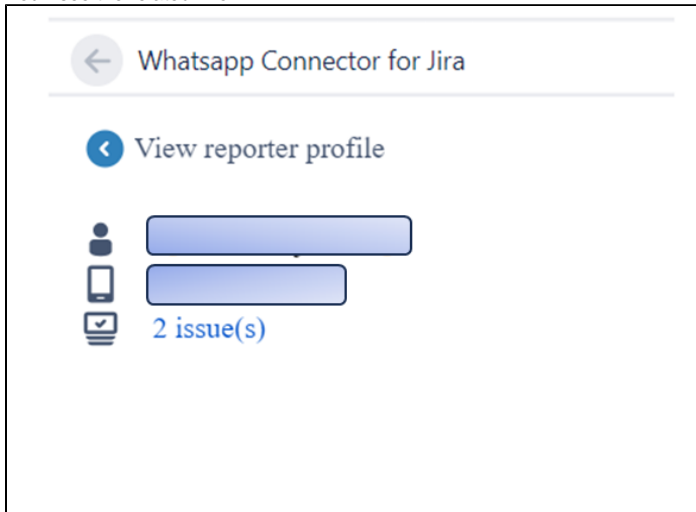
1. View **Reporter profile** from the **Issue Glance**
   a. Open a **WhatsApp** Jira Service Management ticket, a button with **Open WhatsApp Connector for Jira** will appear in the Details section.
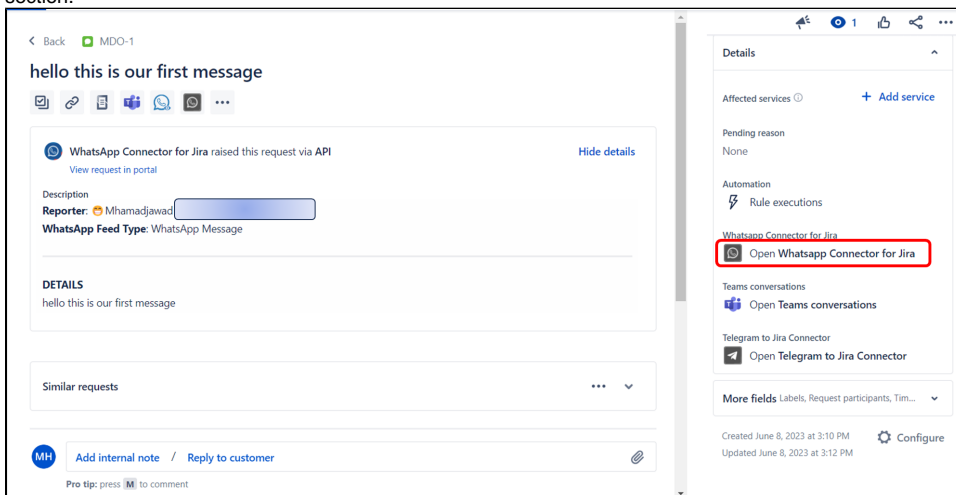

   b. Select **View reporter profile**
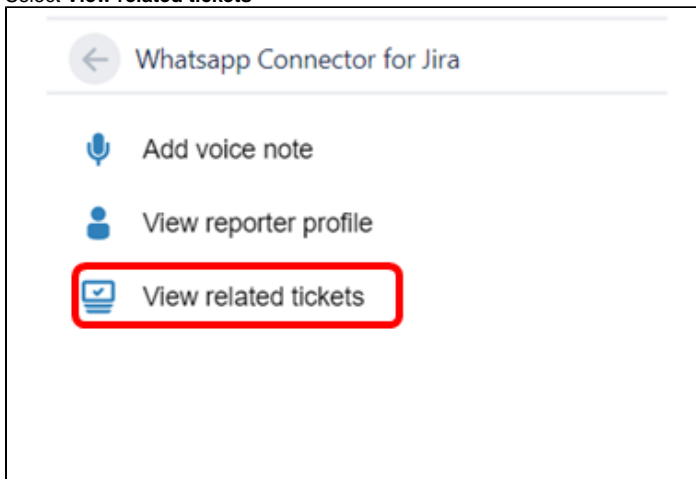
c. You'll see the related info

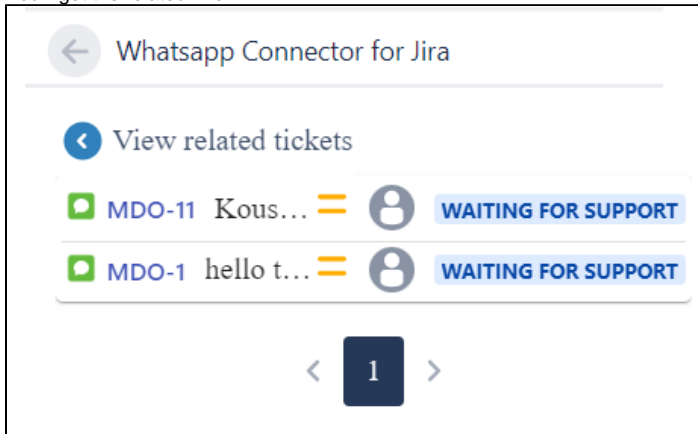## 2. view **Related tickets** from **Issue glance**

a. Open a **WhatsApp** Jira Service Management ticket, a button with **Open WhatsApp Connector for Jira** will appear in the Details section.

b. Select **View related tickets**

c. You'll get the related info

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](#)