# 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.

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d. Proceed with recording your voice and then uploading.

### For more info on how to record a voice note please check this documentation

 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.

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c.	You'll see the related info					
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	<ul> <li>View reporter profile</li> </ul>					
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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.

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## **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