Jira Upgrade v7.13.8

Read about Jira's new look and features in version 7.13.8 and Jira Service Desk version 3.16.8

Jira

Target Audience: All Users

Performance Improvements

Jira 7.13 brings performance improvements for the most common actions. Be it creating an issue (9%) or adding a comment (16%), it'll speed up your work and make moving around Jira more enjoyable. Apart from these two, we've also observed improvements when viewing boards (14%), editing issues (7%), and viewing the project summary (16%).

Case-insensitive labels

Labels with different cases (**test**, **TEST**) still live in Jira as separate entities, but are now treated as the same thing. When you label an issue with **test** and another one with **TEST**, they'll both be displayed when you click (or search for) any of these labels. Also, the auto-complete will suggest you all matching labels, regardless of their case, so you don't create any more duplicates.

Share edit rights for filters and dashboards

Until now making any changes to filters that you didn't create was virtually impossible (or required a lot of little filter clones). We've added new permissions to filters—now, you can choose viewers and editors of your filters, allowing your team to make any changes they need, whenever they need them. Dashboards are only a tab away from filters, so we brought these changes there too!

Tempo Timesheets

Navigation and My Work - the new User Timesheet
For those users who log work, you’ll now get to your timesheet from the “My Work” listing under the Tempo menu. Tempo has simplified navigation so you can get to the view or application you want to work with more quickly. Key changes include:

- A refactored Tempo menu that gives you quick access to the core Tempo views, and all Tempo applications you have installed. If you have Tempo Timesheets go direct to My Work to log your hours or plan time for yourself.

- In the User Timesheet, total hours worked vs total required is neatly displayed to the immediate right of the date-picker.

- Log work is now called log time in Tempo.

- Now your timesheet remains in the same configuration you left it in so that you don’t need to adjust the display to meet your needs every time you open it.

- We’ve implemented a feature allowing you to see the issue lists configured in the My Work Issues side panel in your Timesheet view. This will allow you to use your User Timesheet to track time on issues that are relevant to you. The issue lists will enable you to view issues in your Timesheet even though you have not logged time on them.

**Jira gets a fresh, new look. Expect Queue, Issue, Board, and Dashboard views to change!**

**Jira Service Desk SLAs**

In this release, we’ve updated SLA colors and icons. Take a look...

*Previous SLA view*

*New SLA view*
Discover the meaning behind the new colors on SLA clocks at [How teams see SLAs](#).

### Jira Service Desk Agent Views

#### Queues

<table>
<thead>
<tr>
<th>Queue</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTS-29</td>
<td>IN PROGRESS</td>
<td>Can't access internet on mobile phone</td>
</tr>
<tr>
<td>CTS-28</td>
<td>IN PROGRESS</td>
<td>Can't access internet on mobile phone</td>
</tr>
<tr>
<td>CTS-27</td>
<td>IN PROGRESS</td>
<td>Can't access internet on mobile phone</td>
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<tr>
<td>CTS-26</td>
<td>IN PROGRESS</td>
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<td>CTS-22</td>
<td>IN PROGRESS</td>
<td>Can't access internet on mobile phone</td>
</tr>
<tr>
<td>CTS-21</td>
<td>IN PROGRESS</td>
<td>Can't access internet on mobile phone</td>
</tr>
</tbody>
</table>

#### Issue View

**Issue:** Can't access internet on mobile phone

- **Status:** IN PROGRESS
- **Resolution:** Unresolved
- **Assignee:** Jennifer Evans
- **Reported by:** Charles Hansen
- **Created:** 20/04/2018

**Description:**

There are no comments yet on this issue.

**Activity**

There are no comments yet on this issue.

**Attachments**

- Drop files to attach, or browse.

**Service Desk request**

- **Type:** IT Support
- **Request:** Phone support for mobile issues
- **Customer:** Jessica Smith
- **Status:** In progress

**People**

- **Assignee:** Jennifer Evans
- **Reported by:** Charles Hansen
- **Created:** 20/04/2018

**Time to resolution**

- **2d**
- **1d**

**Time to first response**

- **2d**
- **1d**

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**Jira Agent Views**

- **SLAs**
  - **2d** Time to resolution within 2d
  - **1d** Time to first response within 1d

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**Discover the meaning behind the new colors on SLA clocks at [How teams see SLAs](#).**
Target Audience: Developers

More powerful development data querying

We introduced the ability to search via your development info in Advanced search. Now, we’ve introduced the ability to search using your development info in Basic Search. Selecting Issues > Search for issues, followed by More > Development will give you the development drop-down. Here you can refine your search list further, for example by opting to see issues with commits but no pull requests, or issues with failing builds that you may want to fix before you release. Coupled with other Basic search criteria such as Project, Version, and Assignee, you can quickly build custom search queries that you can save for use as filters within your boards and gadgets, making sure you and your team stay on top of your work.
Help us improve

Your Rating:

Results: 4 rates

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