Jira Upgrade 7.13.x to 8.5.x

The information below allows Jira users to understand changes to expect with the upgrade to the latest major version.

- **Jira**
  - Look and Feel
  - Performance
  - Searching
  - New Feature
- **Jira Service Desk**
  - Performance
  - Customer Knowledge Base
  - New Customer Portal
  - New Features
- **Tempo Timesheets**
  - Look and Feel
- **Insight**
  - Reporting
  - Look and Feel
- **Technical Details for IT Staff**
  - Upgrade Process
  - Unfiltered Jira Upgrade Notes
  - Unfiltered Add-on Release Notes

**Jira**

**Look and Feel**

Improved Scrum and Kanban Boards

View Development Info on Kanban Cards

Resize-able Issue Details on Kanban Boards

Accessibility improvements to priority icons

Priority icons are now more distinctive and accessible. These changes allow Jira users with color blindness, to recognize the relationship between icons, and their level of importance.
Updated Status Lozenge Colors

To improve accessibility in Jira and respond to the needs of motor and visually-impaired users, Atlassian has changed color contrast in status lozenges.

Email Notifications

Issue email notifications batched every 10 minutes

- User mention notifications continue to be sent immediately.
- Jira Service Desk issue customers are NOT affected. They'll continue to receive service desk notifications immediately.

Performance

These are generalized performance improvements reported by Atlassian. Actual performance will vary.

Large scrum issue backlogs load faster

Scrum backlogs now display only 100 issues (90 from the top and 10 from the bottom) from your backlog. The remaining issues can be displayed if you click “Show all issues.”
Overall Performance Improvements

- Viewing boards improved by 62%
- Viewing backlogs improved by 87%
- Searching with JQL improved by 33%
- Browsing boards improved by 16%

Searching

Search for issues updated by a person or by issue link types

- Search for issues that were updated by a specific user, within a specified time range. Learn More
- Search for issues that are linked with other issues by particular link types, like blocks or is duplicated by. Learn More

New Search Filters for Custom Fields

You can now filter custom fields in basic search by:

- projects using custom field
- custom field types
- screens connected to a custom field

New Feature

Archive Old Project Components

When a component is no longer needed, project admins can archive it. It will be tagged as "Archived" and will disappear from field options. For the issues in which the component has been selected, it will become read-only.

External links open in a new tab

You can now toggle if external links open in the same tab or in a new tab in your profile preferences.

Jira Server VPAT Now Available

Jira Service Desk

Performance

These are generalized performance improvements reported by Atlassian. Actual performance will vary.

- Viewing queues is twice as fast in 4.0 compared to 3.16.
- Opening the customer page is 36% faster in 4.0 compared to 3.16
- Viewing queues with SLAs is now 10x faster
- Adding a comment in the customer portal is now 3x faster
- Creating a customer request is 2.5x faster
- Viewing customers/organizations page is now 2.5x faster
- Viewing a service desk issue in the agent view is 2x faster

Customer Knowledge Base

- The previous experience limited knowledge base search results to just three. Now, when you search for an article on the help center, customer portal, or when you create a request, we return the complete list of results and customers can scroll through until they find what they need. Learn More
- Service Desk Project Admins can now report on:
  - How many requests were resolved by agents sharing articles
  - How many requests were resolved without an article

New Customer Portal

- Banner and color combinations to match brand.
- Upload an image that customers will instantly recognize, and that same image will display on all of your service desks.
- Choose a theme color for links and buttons
- Request forms and other screens appear wider

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New Features

Easier Access to SLA Calendars and better time exclusions

Tempo Timesheets

Look and Feel

- Read About the New Look and Feel
- The Report overview has a new look and feel and the custom report is now called Logged Time report. Learn More
- When viewing someone else's timesheet in MyWork, clicking the My Work icon in the Tempo sidebar now takes you to your own timesheet.

Insight

Reporting

Enhanced Reports Page and Widgets

Look and Feel

Changes to object view - Now, references and attachments are both visible in the sidebar at right. More importantly, you can add any information you like - references, attachments, connected tickets, inbound references, object history, attachments, or attributes - to the right sidebar

Rich Text Comments - you can now include rich text, which means that bolded text, italics, underlining, colors, different font sizes, highlighting, lists, hyperlinks, tables, and more are now accepted.

Technical Details for IT Staff

Upgrade Process
Unfiltered Jira Upgrade Notes
Unfiltered Add-on Release Notes
Help us improve

Your Rating: Results: 3 rates

Related articles

- Jira Upgrade 7.13.x to 8.5.x
- Jira Notification FAQ
- Workaround: Resolved Issue Appears In Unresolved Queue
- Use Slack Panel in Jira
- Jira Upgrade v7.13.8