

## **5 Benefits from Using a Custom Notification Solution with JIRA**



How much time have you wasted looking for that email containing vital information to help you make strategic decisions on your project? Sometimes relying JIRA or JIRA Service Desk just does not cut it. That lost time could have been better spent working on other project-related matters.

Using a custom notification solution with JIRA can alleviate some of the challenges faced when meeting the demands of your project. Make the most of your turn out to be time wasters. Making communication clearer and more structured can minimize notification challenges.

Here are five benefits you obtain from implementing a custom notification solution with JIRA.

## Reduce the Number of JIRA Emails



The team just finished their meeting reviewing and updating the open JIRAs. Your inbox is inundated with many notifications. You start opening one right aft You wonder why can't they just be consolidated into one email.

Or you are an IT manager. How nice would be to receive a digested summary of the changes you care about, with the granularity that you need, from all the

Sounds familiar? The number of JIRA notifications received after a meeting can be overwhelming. Consolidating them reduces the number of emails hitting saves you time from going through them and increases your productivity.

## Set Reminders



Sometimes, there're a few issues that you want to track because the customer has requested that they are resolved in time for the delivery of the project. You can set a reminder to be updated before the next meeting. Setting a reminder helps you to remain connected with the issue and stay on track of its progress.

## Stay Informed



Changes or updates made to an issue? New tasks created? Send scheduled digest notifications daily or weekly to your inbox, Slack or HipChat channel. Stay informed with the latest information. Regular notifications will help you make decisions to keep your project on track.

## Notify Your Customers





Sometimes customers want to be kept abreast of issues that affect them. Implementing a custom notification solution can help keep them informed and aware of issues.

Sometimes language is an issue. The implemented solution must be able to support the information in the preferred language of your customers.

Automating notifications to customers is an efficient and effective way to manage and share information. You benefit by not having to follow up from the built-in solution, which is especially important for those folks who use JIRA Service Desk.

## Customize the Message



When sending communications to customers, you would like to customize what they receive. You may want to share only specific fields of a notification and know the origins of the email. Custom notification solutions allow for these types of configurations as well as localization capabilities and modifications to the content.

Is there a dependency on your customers to resolve an issue? A custom notification can keep your customer informed of the importance of the issue and the progress of the resolution.

Using a custom notification solution like [Raley Email Notifications](#) can fulfill your project communication needs and help you keep informed of the issues that support your desired layout or which fields you would like to share internally or externally. You don't need to be a developer to do these configurations. Every project administrator can configure these notifications.

JIRA is an efficient way to track and manage project activities and resource workloads. An add-on like [Raley Emails Notifications](#) can be beneficial for your project.