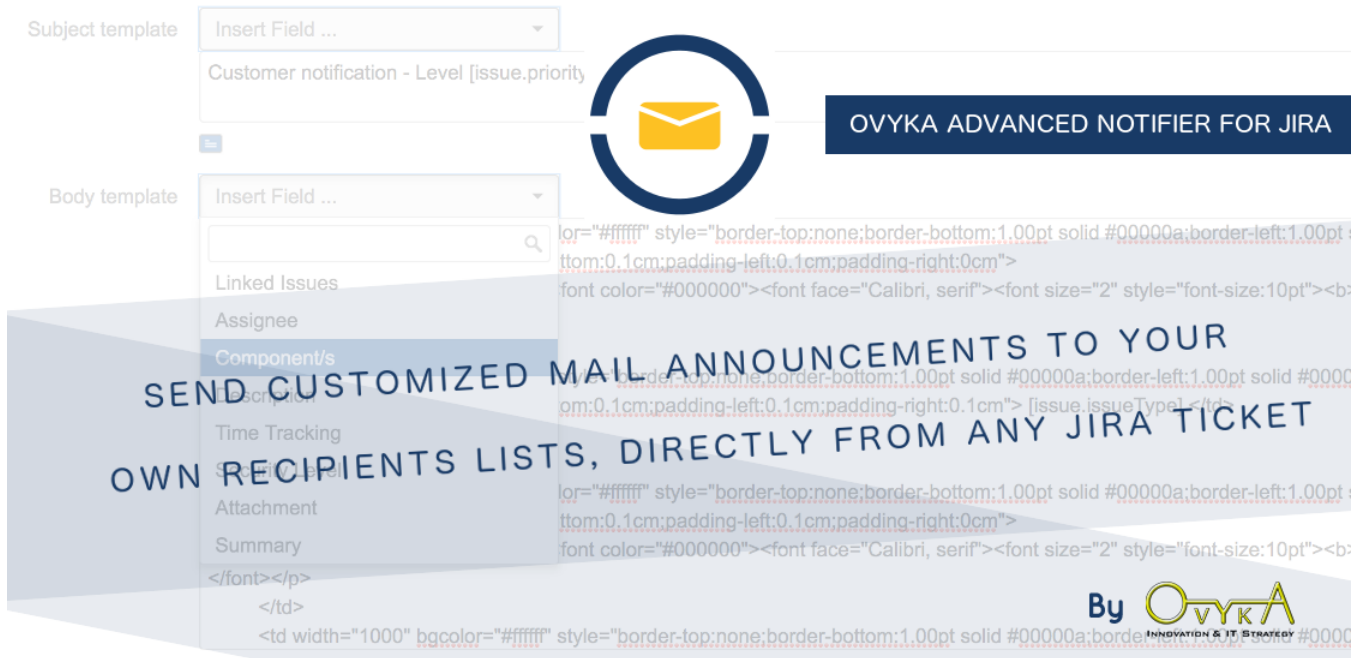


Ovyka Advanced Notifications for JIRA

Send customized mail announcements to your own recipient lists, directly from any JIRA ticket



Ovyka Advanced Notifications for JIRA allows manual sending of configurable templated mail notifications to targeted populations (inside or outside your JIRA user directory). For example, notify Problems, upcoming Changes or high severity Incidents (with templates for detection, workaround, resolution, post mortem...) to an internal or external customer base, to a list of managers, or to stakeholders for Change management.

- create your own reusable recipient lists (mailing lists), including email addresses of external users, internal users
- each recipient list supports separated TO, CC, and BCC fields (main recipients, copy recipients, and hidden recipients)
- create your own simple text or HTML templates for communication
- insert standard and custom fields in your template easily with the embedded editor
- select and send the announcements to several recipient lists at the same time, directly from the ticket view
- create contexts to dedicate some templates and recipient lists to specific use cases (e.g. changes announcements for managers, incident announcements to stakeholders and customers, problem announcements to top management...)
- send mails to users / email addresses not associated with a JIRA account, recipients do not need JIRA licenses
- send mails to very large recipient lists, the mailer will split the sent mail if necessary
- track and review each mail announcement that has been sent, to which recipient list, by whom, when, globally and on each issue's view
- more features to come - feel free to contact us with your needs and suggestions

Marketplace & pricing

Pricing and purchasing on [Atlassian Marketplace](#)



Latest Plugin Announcements & Release Notes

Title	Date
Ovyka Advanced Notifier for JIRA 2.0.1	21 May 2019
Ovyka Advanced Notifier for JIRA 2.0.0	09 May 2019
Ovyka Advanced Notifier for JIRA 1.3.5	08 Mar 2019
Ovyka Advanced Notifier for JIRA 1.3.3	11 Jan 2019
Ovyka Advanced Notifier for JIRA 1.3.1	10 Aug 2017
Ovyka Advanced Notifier for JIRA 1.3.0	10 Aug 2017

Documentation & Manuals

Knowledge Base & Troubleshooting



- [Administration documentation](#)
- [How to implement an effective ITSM Communication Plan with JIRA - Part 1: Incidents](#)

Feel free to raise a support request on [Support portal](https://support.ovyka.com/servicedesk/customer/portal/3) (<https://support.ovyka.com/servicedesk/customer/portal/3>)



Media Screenshots & Videos

Screenshots

The screenshots illustrate the configuration and usage of the 'Customer Request Type' in JIRA. The top-left image shows the 'Body template' editor where the 'Request type' dropdown is set to 'Customer Request Type (10000)'. The top-right image shows the 'New issue' form with the 'Request type' dropdown set to 'Customer Request Type'. The middle-left image shows the 'Request type' dropdown menu with 'Customer Request Type' selected. The middle-right image shows the 'Request type' dropdown menu with a red arrow pointing to 'Customer Request Type'. The bottom-left image shows the 'Request type' dropdown menu with a red box around 'Customer Request Type'. The bottom-right image shows the 'Request type' dropdown menu with a red box around 'Customer Request Type'.