



Aus Tickets wird Treue:
KI-Agenten, die begeistern



Gelöste Tickets
=
ungenutztes Gold



So funktioniert's

🎯 Das KI Modell wird auf Ihre Sprache und Ihr Produkt trainiert.

🔍 Der KI-Agent findet relevante Informationen, prüft Quellen und schlägt eine fertige Antwort vor.

↻ Neues Wissen wird erkannt und automatisch in die Wissensdatenbank übernommen.



Ergebnisse

72%

automatisiert
beantwortet

46%

kürzere
Bearbeitungszeit
der restlichen
Tickets

61%

höhere
Kundenzufriedenheit

Demo
basierend auf
Ihrer Website
in 3 Minuten:



pluno.ai/demo



Demo



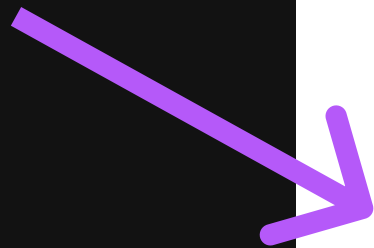
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Website

<https://example.com>

Next



OAuth token expiry broke Jira to Zendesk sync overnight

Via email

Tomasz Kowalski • Yesterday 19:32
To: Pluno AI

Hello,

Overnight our Jira to Zendesk sync stopped working entirely. No status changes or comments are coming through. The last good sync was at 02:11 UTC. Can you check server side?

Thanks,
Tomasz

Pluno • Yesterday 19:33
To: Tomasz Kowalski

Hello Tomasz,

Thanks for flagging this. I will hand your request over to our Integrations team for a server-side check.

In the meantime, a quick fix that often restores Jira→Zendesk updates:

- In Pluno Admin > Integrations > Jira, click Reconnect.
- In Jira (Settings > System > Webhooks), confirm the Pluno webhook is Active and that deliveries succeed after reconnecting.

If this doesn't help, could you share one affected pair (the Zendesk ticket ID and linked Jira issue key) so the team can pinpoint it faster?

Thanks,
Pluno Support

Pluno

Details

Reasoning

User problem: Jira→Zendesk sync fully stopped; no status changes or comments since 02:11 UTC; requests server-side check.
Research: Prior tickets point to Jira webhook authentication failures (401) after token/secret rotation. Fix: reconnect Jira integration in Pluno Admin and ensure Jira webhook is Active; verify deliveries resume. Escalation needed for server-side log check.

References

- #10001: Jira comments not syncing back to Zendesk after escalation. Root cause: inbound Jira→Pluno webhook 401 (OAuth token/webhook secret rotated). Fix: Pluno Admin > Integrations > Jira > Reconnect; verify Jira Settings > System > Webhooks shows Active. Result: deliveries resumed and comments replayed.
- #10054: Jira status changes not updating Zendesk status due to mapping policy, not relevant to a total stop but shows how status sync is controlled via mappings.
- #10022: Attachments issue via Jira Cloud; less relevant here.
- #10041 / #10063: Other channel sync behaviors; not directly relevant.

Conclusion: The most likely cause for a full stop at a specific time is a failing Jira webhook due to token/secret rotation. Next steps: check server-side logs for the customer's workspace around 02:11 UTC for webhook failures (401/403/timeouts) and delivery attempts; prompt user to reconnect Jira integration and confirm webhook Active in Jira; if failing, reauth and replay missed events.

Chat with Answer Copilot...

Send feedback / contact support

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