

Usersnap vs Jira

What is the difference? How can Usersnap visual bug reporting tool make Jira even greater.



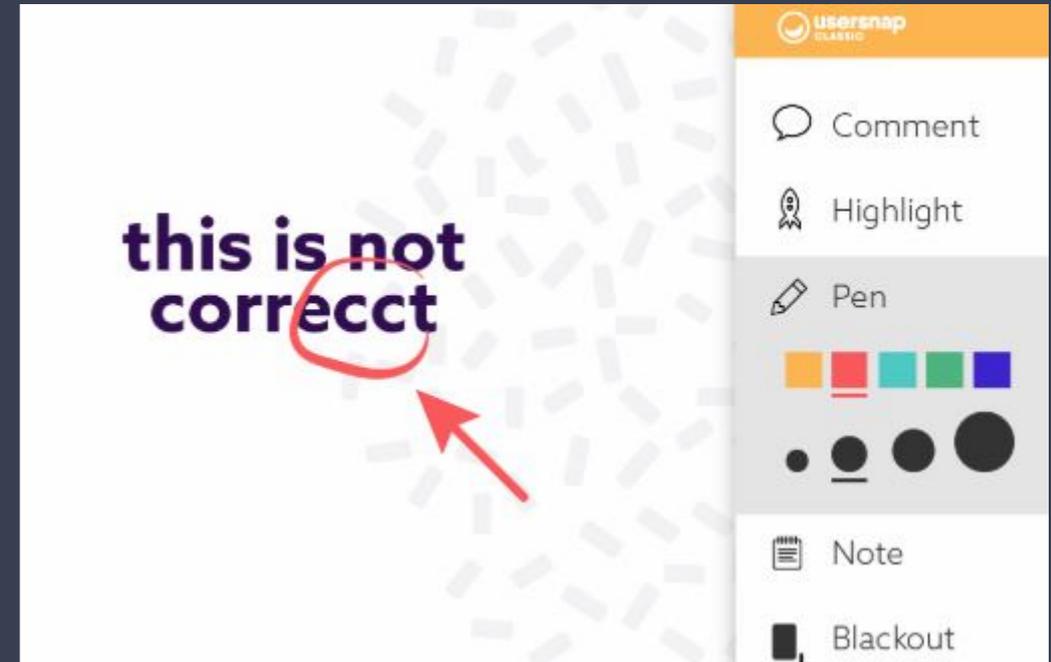
There are plenty of options when it comes to bug tracking and project management tools. Each has different strengths, how do you differentiate Usersnap from issue tracking systems like Jira?

Here're 3 pointers Usersnap customers have for you to make development and QA as smooth and easy with Jira and Usersnap.

Annotated Screenshots Visual Bug Reporting

Usersnap can be installed to your application or website easily. There all users can illustrate with drag-and-drop arrows, comment boxes and other tools for quick and accurate issue reporting.

The ticket will be sent to Usersnap but you can integrate Jira to track and streamline other issues for your development team.



URL, Browser, Screen Data & Console Log Included

Usersnap delivers all the necessary information for testers and developers to replicate the issue and solve the problem for each ticket.

So when your ticket arrives in Jira you can start assigning to the right people and fix issues asap. This also allows you to close the feedback loop with customers faster.

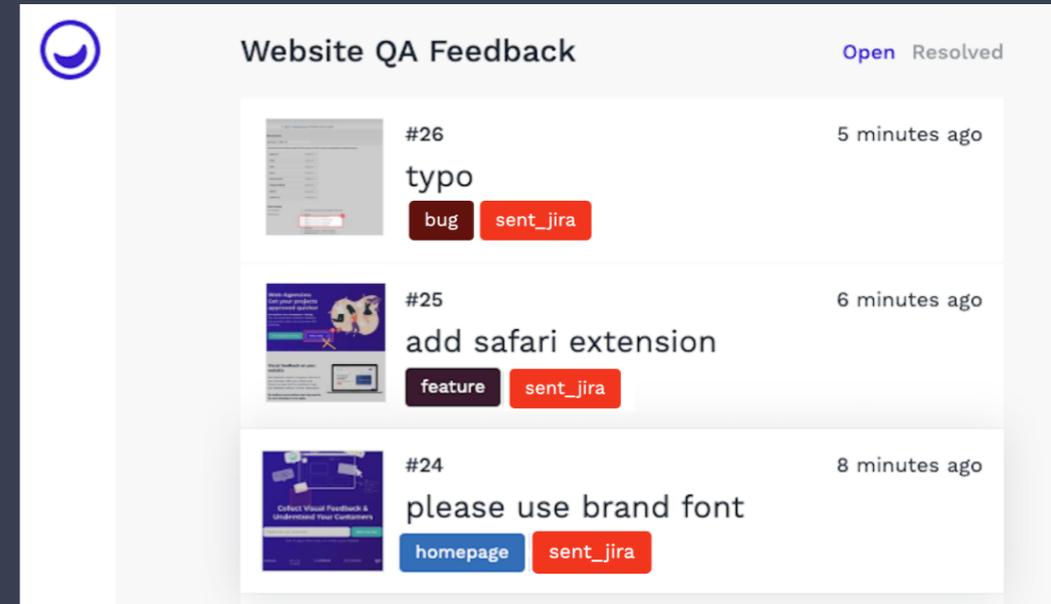
“A really great feature of Usersnap is that it automatically captures the used browser, URL, and screen size for each snapshot.”

Bobby King, COO at
The White Label
Agency

Guest Access Super-Duper Easy

Usersnap offers a sharable GuestList for external people to view the project's tickets via email. You can save tons of budget and still allow the stakeholders to track ticket status and comment on the issues.

When you integrate Usersnap with Jira you can add labels to the tickets that get send over, this would be visible on GuestList, reassuring the progress to non-Jira users.



Summary of Top 5 Benefits

- ✓ End-user friendly, anyone can report bugs!
- ✓ Helpful screenshots and annotations to point out issues.
- ✓ No more back and forth to ask for screen, browser and other details.
- ✓ Records console logs to troubleshoot javascript issues.
- ✓ Integrates with Jira and other 30+ tools.

“

In a global organization with over 2000 employees, an easy-to-use and streamlined feedback process, such as Usersnap's tool, is essential to scale up internal feedback exchange. Usersnap has improved the accuracy of tickets with screenshots and all the necessary information."

”

Gerald Haydtner, Web
Manager at Dynatrace

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