



JIRA

Review From A Customer

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Review by a Real User

Verified by IT Central Station



Technical Writer at a tech vendor with 11-50 employees

**Aleksandra
Smarovidlo**

WHAT IS OUR PRIMARY USE CASE?

JIRA is the project management system in my company. We use it on a daily basis. It is the main instrument widely used by QAs, Product Developers, Technical Writers, and Project Managers

HOW HAS IT HELPED MY ORGANIZATION?

All issues are stored in one place. JIRA stores history of changes, which helps a lot to track who, when, and why the issue was modified. Also, JIRA is very customizable, for example, you can add unique fields or remove the existing ones. Reports, analytics, and a ton of widgets, they are great and intuitive. Perfect for an agile team.

WHAT IS MOST VALUABLE?

History of changes/activities
Customizable path of changing statuses of issues
Ability to limit access rights
Integration with other tools

WHAT NEEDS IMPROVEMENT?

As a Technical Writer, I would love to have more features to make nice documents, like Release Notes or a feature overview, right from JIRA.

FOR HOW LONG HAVE I USED THE SOLUTION?

Three to five years.

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