

Comprehensive User Guide

AI Issue Manager for Jira



What is AI Issue Manager?

AI Issue Manager is a smart assistant built for Jira to help teams groom, triage, and plan issues efficiently using AI-powered suggestions. It provides automated tools to summarize issues, suggest labels, estimate effort, prioritize tickets, and detect blockers — all from within a single Jira issue.

The app is available through two interface options:

- Issue Action Page – Triggered manually from the “Apps” menu inside an issue
- Issue Panel – embedded inside the issue view for always-visible access

Whether you're a developer, QA, Scrum Master, or Product Owner, AI Issue Manager ensures consistent grooming with minimal effort.

Key Objectives

Goal	How AI Issue Manager Helps
Save Time During Grooming	Auto-summarizes issues, so teams don't read the entire description or thread
Maintain Metadata Quality	Ensures consistent use of labels, titles, and priorities
Improve Estimation Accuracy	Provides justified story point suggestions based on language and past patterns
Flag Risks and Dependencies	Detects blockers and delays using context-aware language scanning

Where to Find It in Jira

You can access AI Issue Manager from any Jira issue using either of the following methods:

A. Issue Action Page (jira:issueAction)

- Go to any Jira issue (e.g., PROJ-123)
- Look at the top-right Apps menu
- Select AI Issue Manager
- App opens in a modal view

Recommended for: quick actions, smaller view, and focused interactions

B. Issue Panel (jira:issuePanel)

- Scroll to the bottom section of the Jira issue
- Find the AI Issue Manager panel embedded in the issue view

Recommended for: full-featured usage where all tools are visible and always accessible.

Feature Overview

Each panel performs a specific AI-powered action and can be used individually or together.

Summarize Issue

Provides a brief, accurate overview of the issue using AI.



Summarize Issue

Generated overview of the issue.

How to Use:

- Click Generate Summary
- AI reads the issue title, description, and comments
- A paragraph is generated
- Click Copy (optional)

AI Issue Manager

Summary

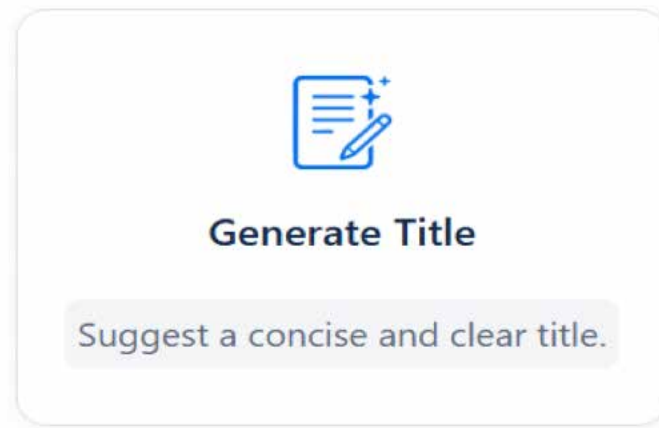
The Jira issue pertains to improving the security of payment processing for a subscription service. This improvement is important to users so that they can trust the subscription service with their payment information.

Edit

Back

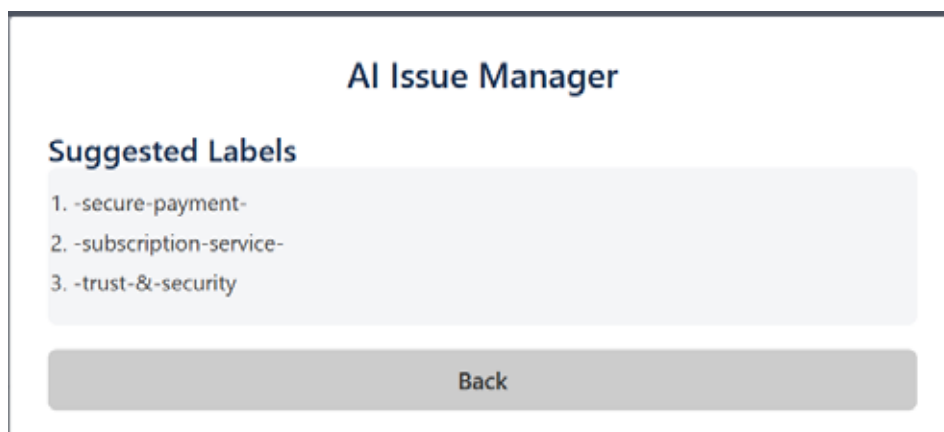
Suggest Labels

Suggests appropriate labels based on content.



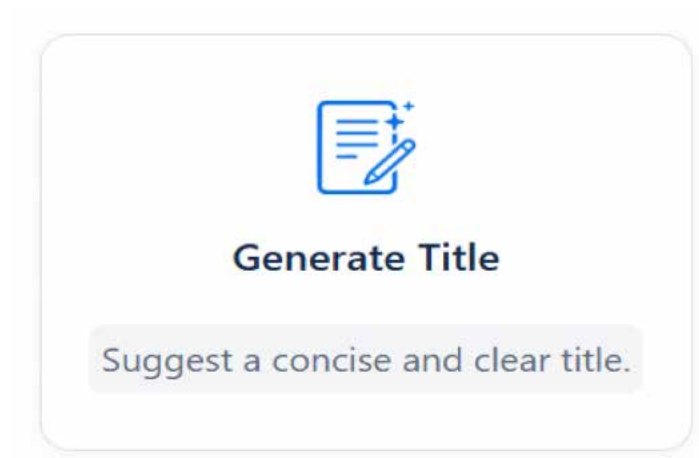
How to Use:

- Click Suggest Labels
- Review the recommended labels
- Select the relevant ones
- Click Apply Labels



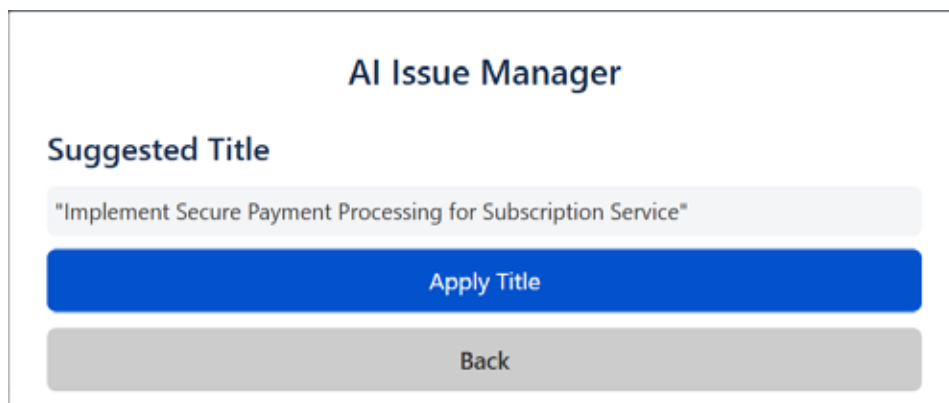
Generate Title

Generates a clearer, concise title from a vague or missing one.



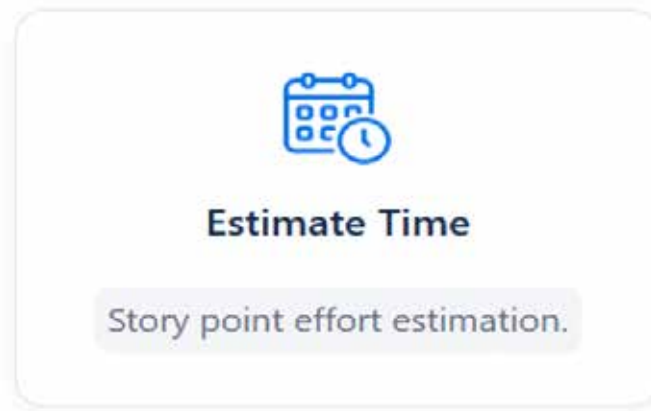
How to Use:

- Click [Generate Title](#)
- Edit if needed
- Click [Apply Title](#)



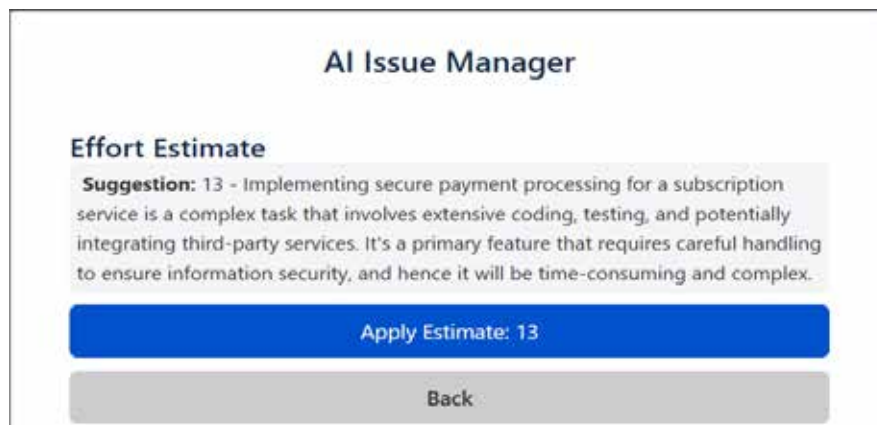
Estimate Time

Suggests a story point estimate (1–13) with reasoning.



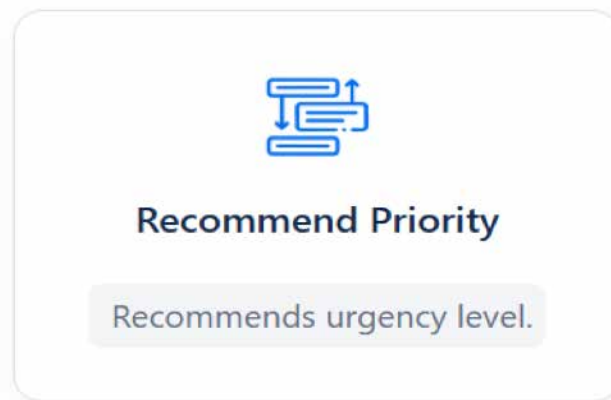
How to Use:

- Click Estimate Effort
- Review the point value and explanation
- Click Apply to Story Points or copy it



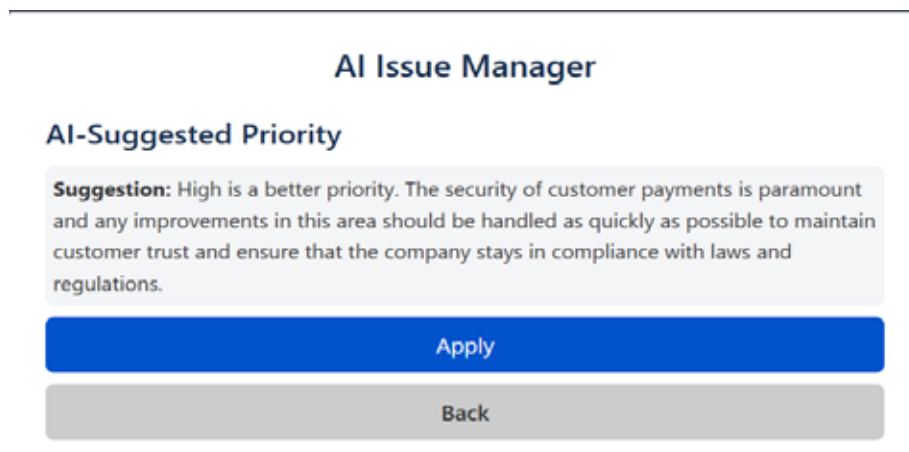
Recommended Priority

Suggests whether the issue is High, Medium, or Low priority based on urgency and impact.



How to Use:

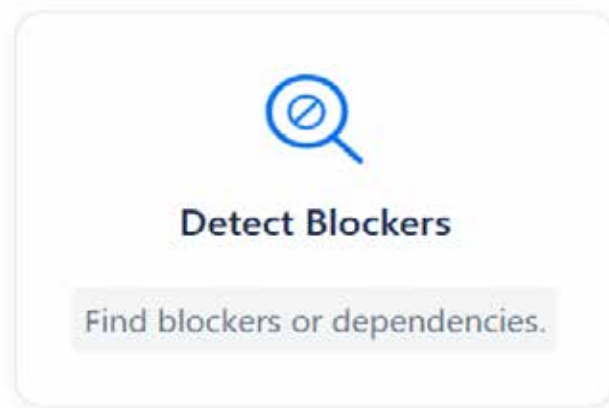
- Click Recommend Priority
- View AI-selected priority and rationale
- Click Apply Priority



Ideal for triaging bugs and backlog grooming.

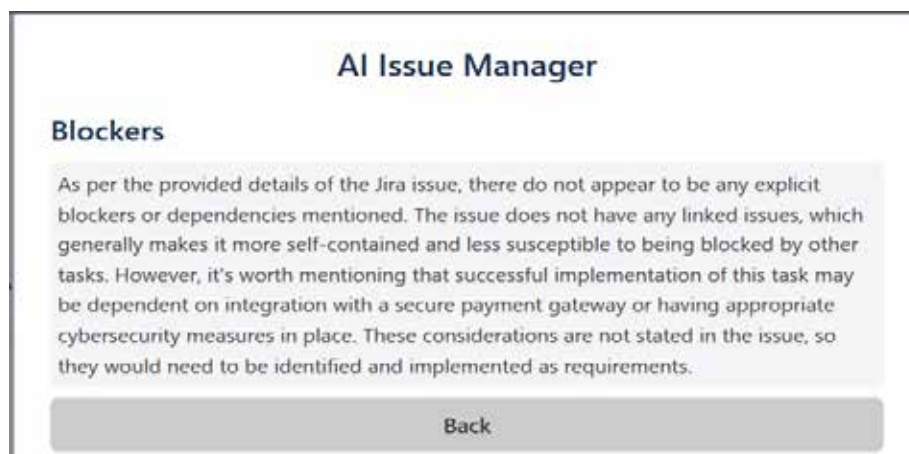
Detect Blocker

Detects phrases like “waiting on”, “blocked by”, “depends on” to warn of delays or dependencies.



How to Use:

- Click Scan for Blockers
- Review flagged phrases
- Optionally link related issue or notify team



Prevents unnoticed blockers from slowing down delivery.

Typical User Flow

Whether you're using the issue action modal or embedded panel, the flow remains the same.

- Open a Jira issue
- Access **AI Issue Manager** via:
 - Apps > AI Issue Manager (modal view)
 - Scroll to **AI Issue Manager panel** (inline view)
- Use the features in the following order:
 - Summary Generator** – to understand the issue
 - Label Recommender** – to classify it
 - Smart Title Generator** – to clean the title
 - Effort Estimator** – for story points
 - Priority Recommender** – for urgency
 - Blocker Detector** – to identify risks
- Apply the suggestions to the issue
- Done — issue is now well groomed and ready for sprint planning!

What Data Is Used?

Jira Field	Used For
summary	Summary and title generation
description	Core input for all features
comments	Used in summary and blocker detection

Jira Field	Used For
labels	For suggesting and applying tags
priority	AI reads and updates this field
customfield_*	Used to update story points (effort estimate)

Known Limitations

Limitation	Details
English-only	AI models are optimized for English input only
Not trained on your data	Doesn't use historical Jira issues unless included in context
One issue at a time	Works only on the currently opened issue (no bulk updates)

Best Practices

- Run Summary Generator before daily standups
- Use Smart Title to clean up vague tickets
- Add consistent labels to trigger Jira automation rules
- Use Blocker Detector before sprint planning
- Include AI estimation during planning poker sessions

Troubleshooting & Debugging

Issue	Fix
Blank AI response	Issue may be missing description or comments.
Can't find the app	Check the Jira project permissions and app scopes.

Support & Feedback

We're always looking to improve and value your input! If you have a feature request, need help with an issue, or have any questions, feel free to reach out to us. You can contact us directly via email or submit a request through our support portal.

Email: developers@clovity.com

JSM Support Portal: https://clovity.atlassian.net/helpcenter/Marketplace_Apps_Support/