

Getting started

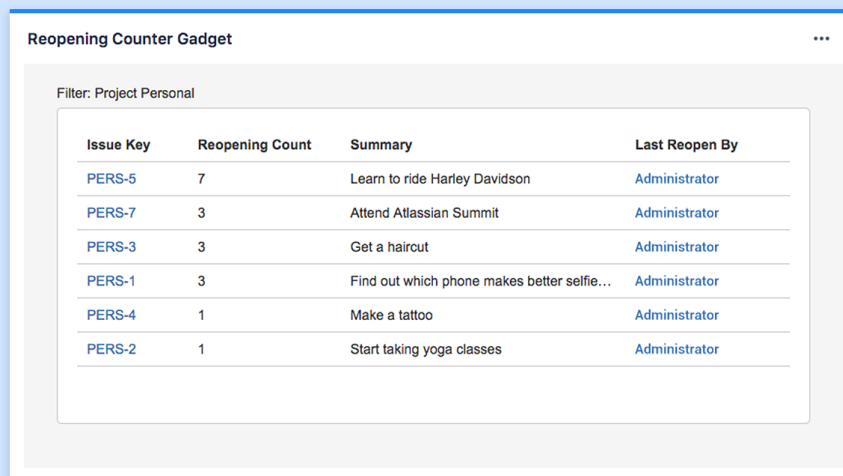
With Reopening Counter for Jira you are able to see the most problematic issues in projects. It shows how many times a previously resolved issue was reopened for fixing again and serves as a KPI of your project quality. Reopening Counter gives visibility on problematic points in development process be it issues or people. There is no data transferred to third-party and everything counted just in your browser.

What it does?

Reopening Counter calculates how many times certain issue was transitioned from [Status](#) with category DONE into TO DO or IN PROGRESS

KPI for quality assurance

Clearly highlights which issues need more attention from the perspective of quality assurance and development via [Dashboard gadget](#)



Issue Key	Reopening Count	Summary	Last Reopen By
PERS-5	7	Learn to ride Harley Davidson	Administrator
PERS-7	3	Attend Atlassian Summit	Administrator
PERS-3	3	Get a haircut	Administrator
PERS-1	3	Find out which phone makes better selfie...	Administrator
PERS-4	1	Make a tattoo	Administrator
PERS-2	1	Start taking yoga classes	Administrator

Highlights possible improvement spots in teams

Dashboard gadget provides transparency on deliveries and shows places to be improved in the development process

Filter: Project Personal

Issue Key	Reopens	Summary	Last Reopen By
PERS-5	7	Learn to ride Harley Da...	[Redacted]
PERS-7	3	Attend Atlassian Summit	[Redacted]
PERS-3	3	Get a haircut	[Redacted]
PERS-1	3	Find out which phone ...	[Redacted]
PERS-4	1	Make a tattoo	[Redacted]
PERS-2	1	Start taking yoga classes	[Redacted]

Find out which phone makes better selfies - Apple or Samsung

Visibility where you need it

Simply extends issues details with a number of times ticket was reopened.

The screenshot shows the Jira issue details for PERS-5, titled "Learn to ride Harley Davidson". The issue is in the "IN PROGRESS" status. The "Inspections" section is highlighted with a blue box, showing "Reopening counter: 7". Other details include: Type: Task, Priority: Medium, Resolution: Done, Assignee: Andrey Dekhtyar, Reporter: Andrey Suray, Due: 30/Jun/17, Created: 01/May/17 9:59 PM, Updated: 18/Dec/17 5:12 PM, Resolved: 29/Jun/17 12:01 AM. The activity log shows several changes made by Andrey Suray and Andrey Dekhtyar.