

# Getting started

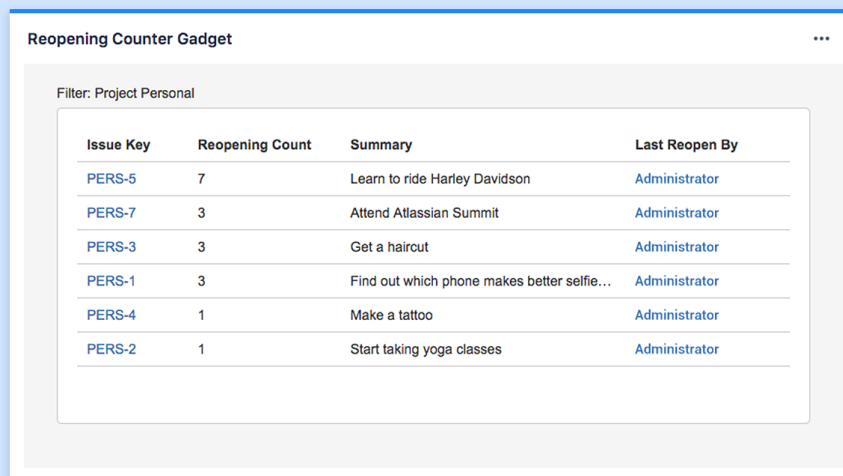
With Reopening Counter for Jira you are able to see the most problematic issues in projects. It shows how many times a previously resolved issue was reopened for fixing again and serves as a KPI of your project quality. Reopening Counter gives visibility on problematic points in development process be 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
<a href="#">PERS-5</a>	7	Learn to ride Harley Davidson	<a href="#">Administrator</a>
<a href="#">PERS-7</a>	3	Attend Atlassian Summit	<a href="#">Administrator</a>
<a href="#">PERS-3</a>	3	Get a haircut	<a href="#">Administrator</a>
<a href="#">PERS-1</a>	3	Find out which phone makes better selfie...	<a href="#">Administrator</a>
<a href="#">PERS-4</a>	1	Make a tattoo	<a href="#">Administrator</a>
<a href="#">PERS-2</a>	1	Start taking yoga classes	<a href="#">Administrator</a>

## 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 detail page for 'Learn to ride Harley Davidson' (PERS-5). The issue is in the 'IN PROGRESS' status. The 'Inspections' section is highlighted with a blue box, showing a 'Reopening counter: 7'. The activity log shows several changes made by users like Andrey Suray and Andrey Dekhtyar.

**Inspections**  
Reopening counter: 7