Inbox for Jira

A focused personal workspace for notifications, reminders, approvals and deadlines — turning Jira activity into a queue people can actually work through.

See it. Act on it. Or defer it on purpose.

FOCUS	ACT	FOLLOW UP
One place for the work that needs you	Comment, approve, vote and watch in context	Reminders for yourself or a teammate

Jira tells you everything. Not what to do.

Mentions, assignments, changes, approvals, due dates. The signal is never missing — it is spread across email, dashboards and issue searches, and none of them tell a person what to do next.

WHERE ATTENTION LEAKS

01 Volume — meaningful updates sit next to routine ones, at the same weight.

02 Context switching — a one-line reply costs three navigations.

03 Wrong moment — a notification seen while busy is a notification lost.

04 Stalled decisions — approvals and deadlines wait on someone remembering to look.

WHAT EACH USER GETS INSTEAD

SCAN	One workspace inside Jira for the activity that concerns them.
UNDERSTAND	Stacked issue history explains what changed, and in what order.
RESPOND	Comment, approve or reject, vote and watch without leaving the queue.
DEFER	A reminder makes “later” an explicit decision instead of a gamble.
KEEP	Star what matters so it survives the next hundred updates.
LOOK AHEAD	A Due Soon view surfaces deadlines before they turn urgent.

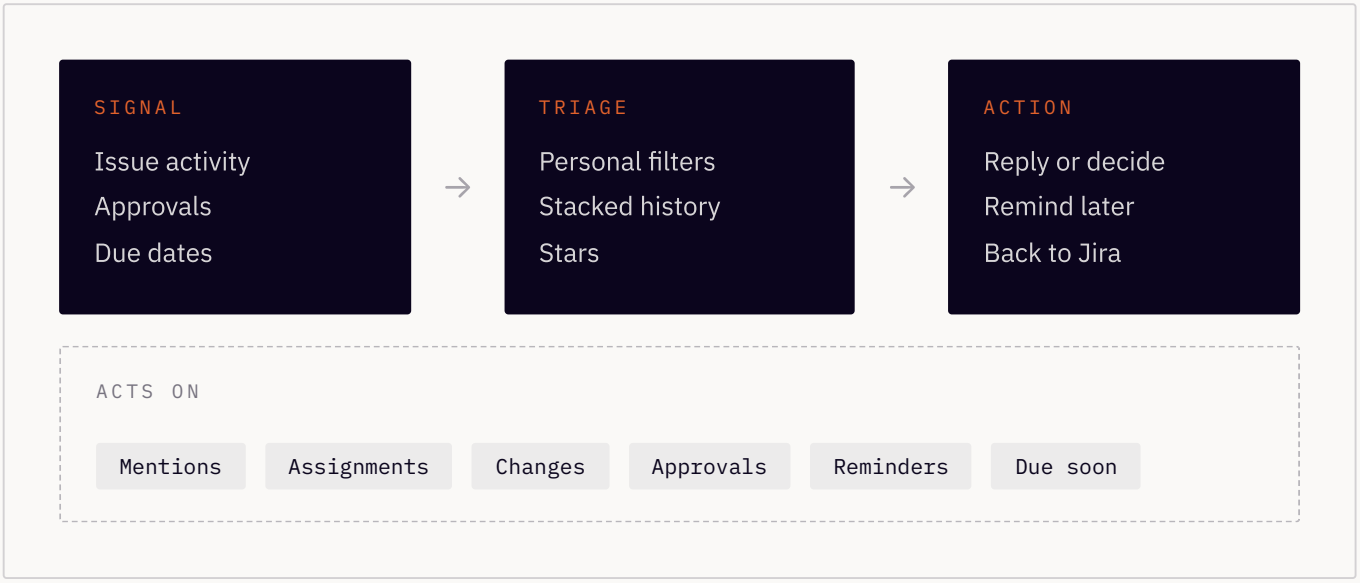
THE CORE IDEA

Turn a passive notification stream into a personal action queue: see it, understand it, respond to it — or defer it deliberately, with a date attached.

FEWER MISSED HANDOFFS | FASTER APPROVALS | LESS EMAIL DEPENDENCY

A queue, not a second system of record.

Inbox sits inside Jira as a personal work centre. It does not replace issues, permissions or workflows — it adds an interaction layer around the activity already happening.



PERSONAL, NOT ADMINISTRATIVE

Each user picks the update types worth an interruption — no redesign of the org-wide notification scheme.

JIRA STAYS THE TRUTH

Replies land on the issue. Permissions, projects and workflows stay governed by Jira administration.

WHAT IS IN THE WORKSPACE

NOTIFICATIONS	Updates relevant to you, in one Jira workspace.
HISTORY	Stacked changes on the work item, in sequence.
COMMENTS	Reply on the issue from the notification.
APPROVALS	View, approve or reject applicable work items.
SETTINGS	Toggle the event types your role cares about.
STARS	Mark items you need to come back to.
REMINDERS	Schedule for yourself or a teammate; it returns here.
DUE SOON	Upcoming work, filtered by date range.

03 ADOPTION

Start with the habit, not the feature list.

Inbox is user-driven, so rollout is light. The teams that get value fastest agree on one triage routine rather than switching every notification on.

01 Install and point people at it

Install from the Marketplace and show users where Inbox lives under Apps.

02 Tune the signal first

Enable only the events that genuinely need a response in that role.

03 Agree the triage routine

Scan, act, remind, revisit — once or twice a day beats constant checking.

04 Review the noise later

Roles change. Revisit personal settings so Inbox does not become another feed.

JUDGE IT BY RESPONSE LATENCY APPROVAL CYCLE TIME OVERDUE ITEMS EMAIL RELIANCE

WHERE TEAMS USE IT

DELIVERY	SERVICE	PROGRAMME	CHANGE
Mentions and assignments answered same day	Agents keep requests and approvals moving	Due Soon across everything you take part in	Release gates approved and reminded on time

THE TAKEAWAY

Good notification design is not about seeing more. It is about making the important work easier to notice, understand and act on.

Bring the work that needs attention into one place.

Tell us where your follow-ups go missing today — email, dashboards, or the gap between them — and we will show you the triage flow.

rixter

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Inbox runs inside your Jira environment and does not replace Jira permission design; access to underlying work stays governed by Jira and Atlassian administration. Capabilities and Marketplace trust signals referenced here were reviewed September 2026 and can change.