Parsing text from last comment and appending it to issue's summary

On this page

Features used to implement the example

- **Parse field for extracting data**
- **Copy parsed text to a field**

Example: Parsing text from last comment and appending it to issue's summary

I wonder if you can help me again with parsing text from an email that we receive (which shows in the comment obviously) to the end of the summary field of the the Jira ticket. An example of reply is:

Original issue summary: GCI (GI-20265) - Da Vinci Diamonds Dual - Broken- VIP 13

Last comment contains the following reply: Subject: RE: [GCI Jira] (OCC-14813) GCI (GI-20265) - Da Vinci Diamonds Dual - Broken- VIP 13 [ref:_00D30iVRS._50014smU7L:ref]

Desire result of the summary: [GCI Jira] (OCC-14813) GCI (GI-20265) - Da Vinci Diamonds Dual - Broken- VIP 13 [ref:_00D30iVRS._50014smU7L:ref]

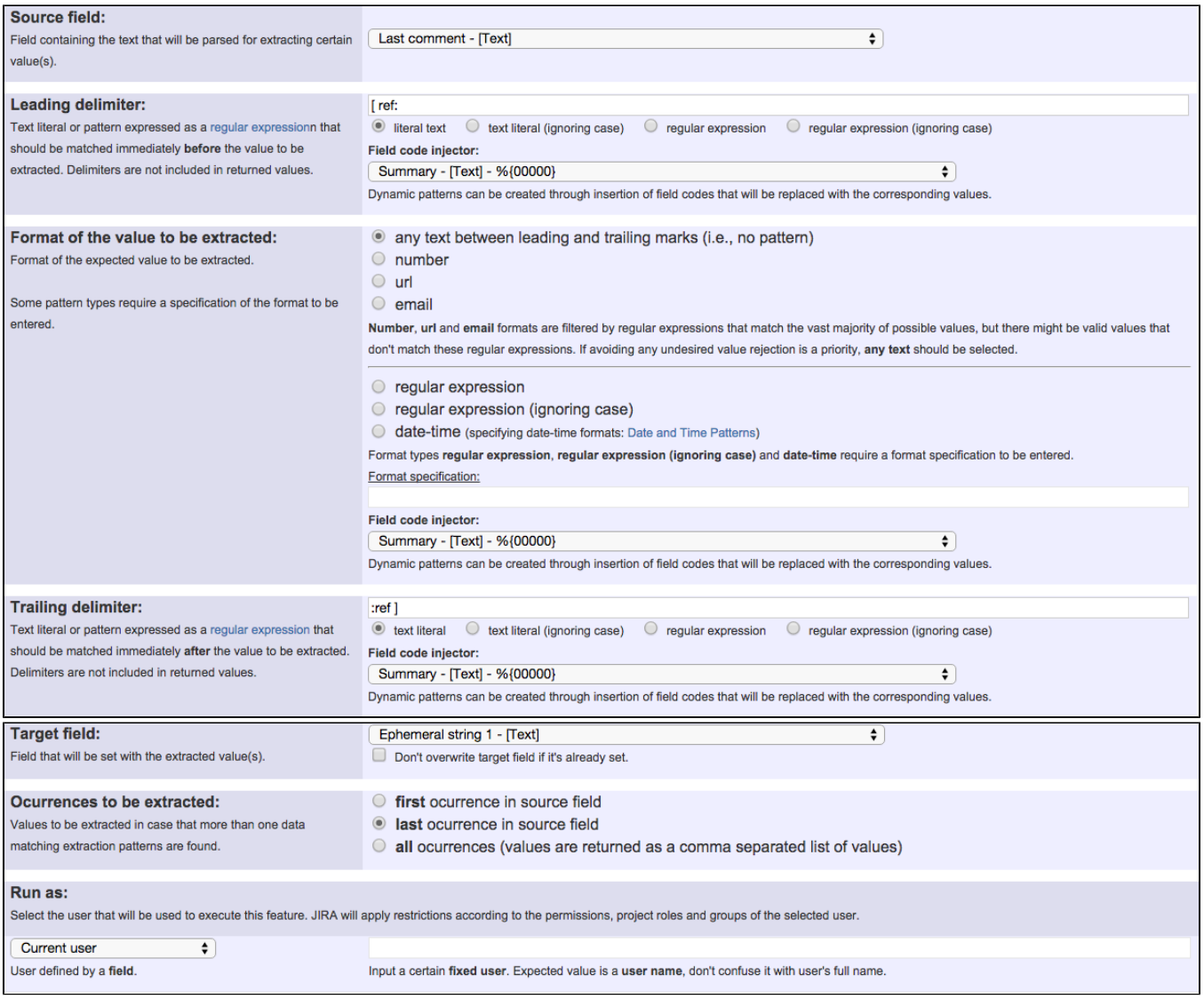
- The invariant parts of the prefix is the summary of the original ticket
- The suffix should be everything which is within the brackets

Different example:

- **Original summery:** "Bonus Game Issue. Indiajaya"
- **Response from IGT received as an email which contain the following Subject:** "Subject: RE: [GCI Jira] (OCC-14436) Bonus Game Issue. Indiajaya [ref:_00D30iVRS._50014slPqN:ref]"
- **Desired summary:** "Bonus Game Issue. Indiajaya [ref:_00D30iVRS._50014slPqN:ref]

We will implement it with 2 post-functions:

Parse field for extracting data with the following configuration:

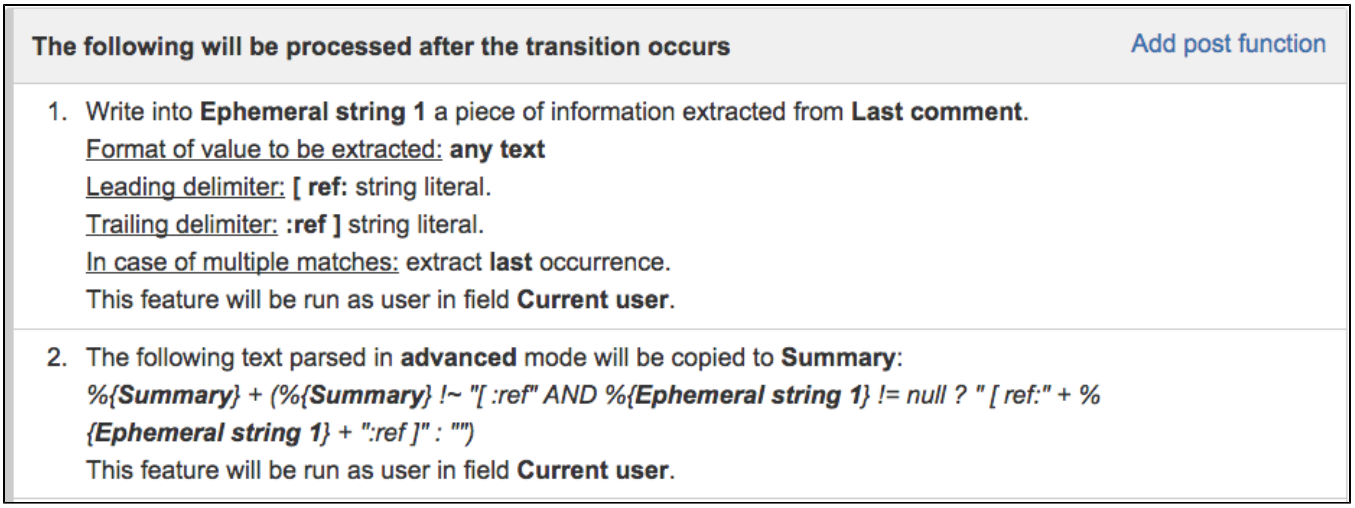


Copy a parsed text to a field with the following configuration:

Text to be parsed is:

```
%{00000} + (%{00000} !~ "[ ref:" AND %{00061} != null ? " [ ref:" + %{00061} + ":ref ]" : "")
```

Once configured, your post-functions will look like this:



Other examples of that functions

Parse field for extracting data

Page: Parse description for creating issue links
Page: Parse summary for setting "Due date"
Page: Parse summary for setting issue priority
Page: Parsing text from last comment and appending it to issue's summary

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Copy parsed text to a field

Related Usage Examples

- Creating a Jira Service Desk internal comment
  - example
  - post-function
- Limit the number of hours a user can log per day
  - example
  - validator
  - post-function
  - work-log
- Using project properties to calculate custom sequence numbers
  - example
  - post-function
  - calculated-field

Page: Add all assignees of certain sub-task types to a "Multi-User Picker" custom field
Page: Add and remove a single or a set of items from multi valued fields
Page: Add current user to comment
Page: Add or remove request participants
Page: Add watchers from a part of the issue summary: "Summary_text - watcher1, watcher2, watcher3, ..."
Page: Assign issue based on the value of a Cascading Select custom field
Page: Assign issue to last user who executed a certain transition in the workflow
Page: Automatically close resolved sub-tasks when parent issue is closed
Page: Automatically reopen parent issue when one of its sub-tasks is reopened
Page: Calculate the time elapsed between 2 transition executions
Page: Close parent issue when all sub-tasks are closed
Page: Combine the values of several Multi-User picker fields
Page: Compose a parsed text including the "full name" or a user selected in a User Picker custom field
Page: Compose dynamic text by inserting field values in a text template
Page: Copy issue labels to a custom field
Page: Copy the value of a user property into a user picker
Page: Create a comment in sub-tasks when parent transitions
Page: Execute transition in epic
Page: Getting the number of selected values in a custom field of type Multi Select
Page: Limit the number of hours a user can log per day
Page: Make a sub-task's status match parent issue's current status on creation
Page: Make parent issue progress through its workflow
Page: Moving story to "In Progress" when one of its sub-tasks is moved to "In Progress"
Page: Moving story to "Ready for QA" once all its sub-tasks are in "Ready for QA" status
Page: Parse Email adresses to watchers list
Page: Parsing text from last comment and appending it to issue's summary
Page: Remove versions selected in a version picker custom field
Page: Replace certain issue link types with different ones
Page: Restrict parent issue from closing if it has sub-tasks that were created during a given parent issue status
Page: Set a Select or Multi-Select field using regular expression to express the values to be assigned
Page: Set assignee depending on issue type
Page: Set field depending on time passed since issue creation
Page: Set priority for issues that have been in a certain status for longer than 24 hours
Page: Set security level based on groups and project roles the reporter or creator are in
Page: Transition linked issues in currently active sprint
Page: Transition only a sub-task among several ones
Page: Transition parent issue only when certain issue sub-task types are done
Page: Update Cascading Select custom field with a value of the field in parent issue
Page: Update checkboxes custom field if a file has been attached during a transition
Page: Validation on issue attachments
Page: Validation on MIME types of issue attachments
Page: Writing a comment to blocked issues when blocking issues are resolved

    - project-properties
- Set a date based on current date
    - example
    - post-function
- Setting the priority depending on the multiplication of custom fields
    - example
    - calculated-field
    - post-function
- Parse Email adresses to watchers list
    - example
    - post-function
- Set the assignee based on a condition
    - example
    - post-function
- Create a dynamic set of sub-tasks based on checkbox selection with unique summaries
    - example
    - post-function
    - custom-field
    - sub-task
- Create a static set of sub-tasks with unique summaries
    - example
    - post-function
- Triage Jira Service Desk email requests (Move issues)
    - example
    - post-function
    - move
    - transition-issue
- Moving story to "In Progress" when one of its sub-tasks is moved to "In Progress" (Transition issues)
    - example
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    - transition
- Transition sub-tasks when parent is transitioned
    - example
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    - sub-task
    - transition
    - outdated
- Transition only a sub-task among several ones
    - example
    - post-function
    - sub-task
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    - outdated
- Moving sub-tasks to "Open" status when parent issue moves to "In Progress"
    - example
    - post-function
    - sub-task
    - transition
    - outdated
- Moving story to "Ready for QA" once all its sub-tasks are in "Ready for QA" status
    - example
    - post-function
    - sub-task
    - transition
    - outdated