Use field value as a key for referencing an issue in different project and reading field values in referenced issue

On this page

- Features used to implement the example
- · Example: Use field value as a key for referencing an issue in different project and reading field values in referenced issue
- · Other examples of that functions
- Related Usage Examples

Features used to implement the example

· Read field from issues returned by JQL query or issue list

Example: Use field value as a key for referencing an issue in different project and reading field values in referenced issue

I use Contact Manager app and Email this issue app for Jira Service Desk.

I have 2 projects:

- Customer relationship Management (CRM) i had stored all information about the customer.
- Support team (ST) Jira Help Desk project

When a external user sends an email, a Mail handler create an issue. "Email this issue" take the email of "To" and write it in "Customer Contact Email" field in ST project.

In ST project there is a custom field for autocomplete the contact of the issue and when we click on it, we have all information stored in CRM project.

With your plugin i want to check the value of "Customer Contact Email" that "Email this issue" has set and search in CRM project if there are something with this value :

Example: JQL: project = CRM and "Customer Contact Email" ~ "albertini.olivier@gmail.com"

and take the field Contact and write the value in the "Contact" field of ST project.

Because now the support team, check the value of "Customer Contact Email" and rewrite in "Contact" field in order to have an autocomplete and having a link with the issue of CRM project.

I have some questions in order to fully understand your use case:

- 1. Is there a field "Customer Contact Email" in both projects CRM and ST?
- 2. Is there a field "Contact" in both projects CRM and ST?
- 3. In case you don't have information in project CRM about the customer, is there something special to do?

I need some clarification about the following fragments of your explanation:

1) "...take the field Contact and write the value in the "Contact" field of ST project."

Does it mean that field "Contact" exists in both projects?

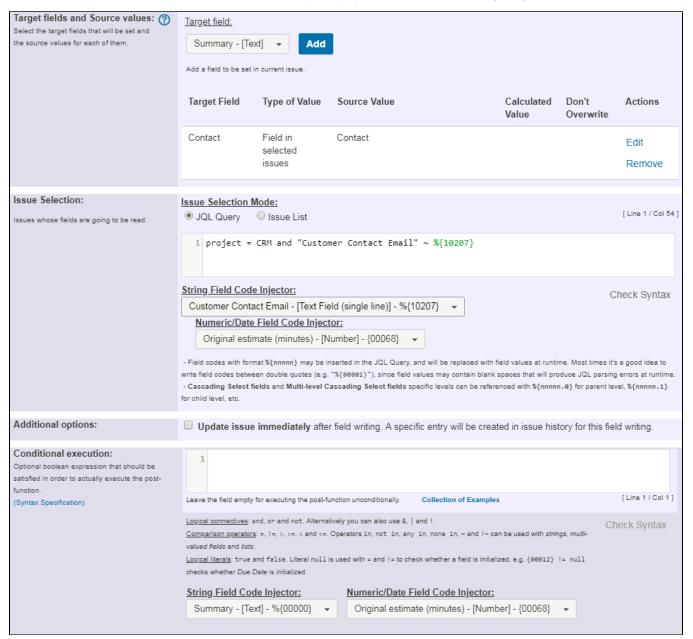
2) "Because now the support team, check the value of "Customer Contact Email" and rewritte in "Contact" field in order to have an autocomplete and having a link with the issue of CRM project."

Is the value of field "Contact" in project "CRM" what you want to write into field "Contact" of project "ST"?

I explain the way to do it assuming that:

- You want to write the field Contact in an issue of project ST at the moment of being created.
- The value to be written is the value of field Contact in an issue of project CRM where the field Customer Contact Email has the same value
 as the field Customer Contact Email in the issue being created at project ST.

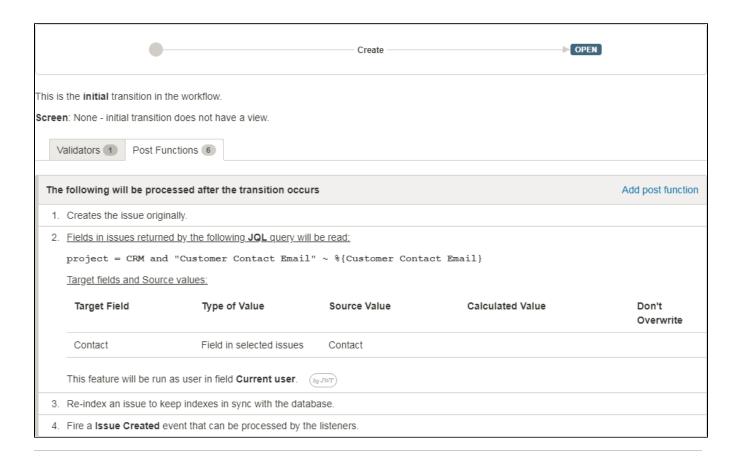
You have to use post-function Read field from issues returned by JQL query or issue list with the following configuration:



Note that:

• %{10207} is the field code for field "Customer Contact Email"

Once configured, post-function "Create Issue" in the workflow of issues at project "ST" will look like this:



Other examples of that functions

Page: Use field value as a key for referencing an issue in different project and reading field values in referenced issue

Related Usage Examples

- Creating a Jira Service Desk internal comment
 - o example
 - post-function
- Limit the number of hours a user can log per day
 - o example
 - validator
 - o post-function
 - o work-log
- Using project properties to calculate custom sequence numbers
 - o example
 - post-function
 - calculated-fieldproject-properties
- Set a date based on current date
 - o example
 - post-function
- Setting the priority depending on the multiplication of custom fields
 - o example
 - o calculated-field
 - post-function
- · Parse Email adresses to watchers list
 - o example
 - post-function
- Set the assignee based on a condition
 - o example
 - o post-function
- Create a dynamic set of sub-tasks based on checkbox selection with unique summaries
 - o example
 - post-function
 - o custom-field
 - o sub-task
- Create a static set of sub-tasks with unique summaries
 - o example
 - post-function

- Triage Jira Service Desk email requests (Move issues)
 - o example
 - post-functionmove

 - o transition-issue
- Moving story to "In Progress" when one of its sub-tasks is moved to "In Progress" (Transition issues)

 - examplepost-functiontransition
- Transition sub-tasks when parent is transitioned
 - o example
 - post-functionsub-task

 - transition
 - outdated
- Transition only a sub-task among several ones
 - example
 - o post-function

 - sub-tasktransition
 - outdated
- Moving sub-tasks to "Open" status when parent issue moves to
 "In Progress"
 - o example
 - post-functionsub-task

 - o transition
 - outdated
- Moving story to "Ready for QA" once all its sub-tasks are in "Ready for QA" status

- o example
- post-functionsub-tasktransition

- o outdated