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

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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?

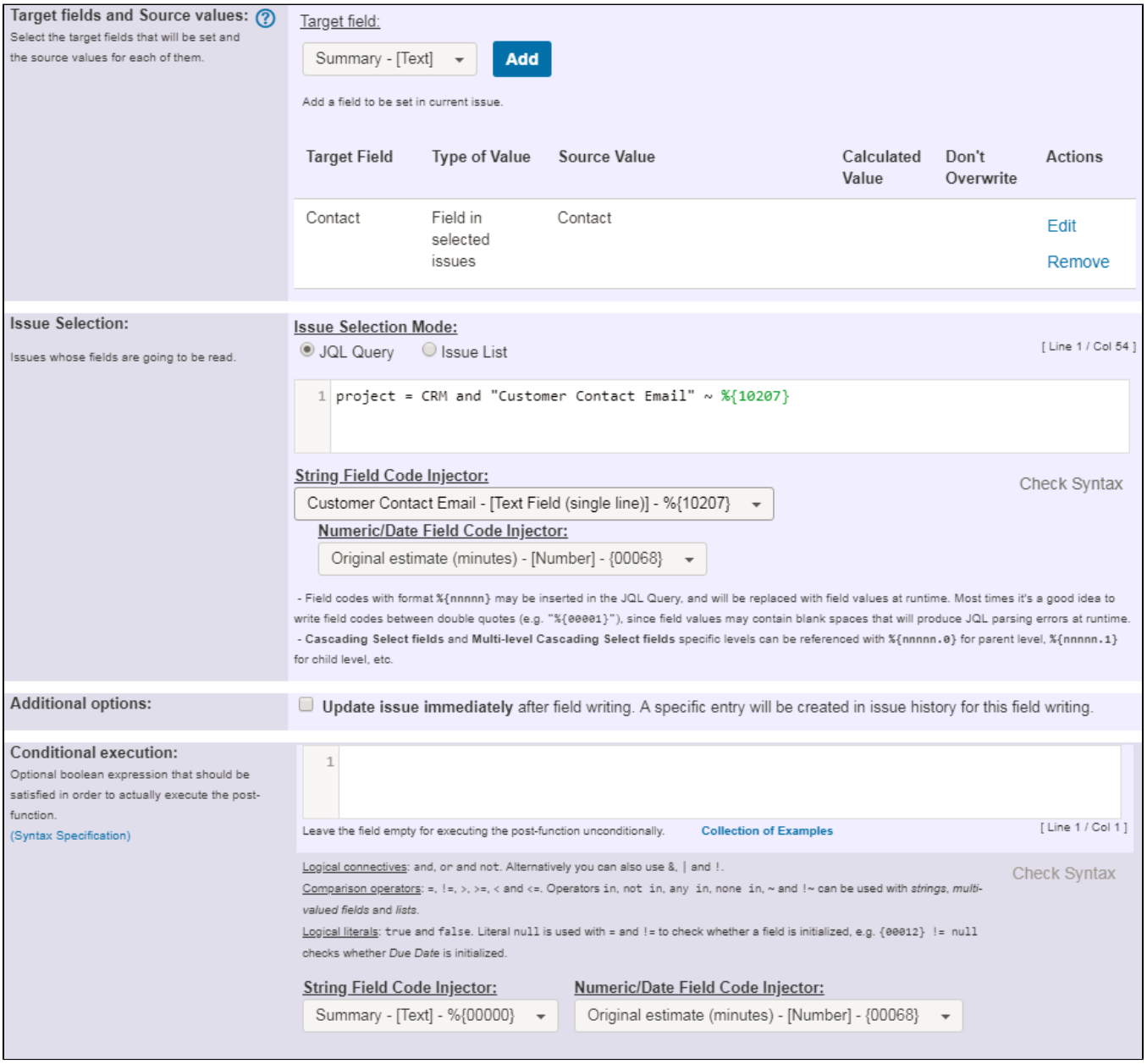
2) "**Because now the support team, check the value of "Customer Contact Email" and rewritte in "Contact" field in order to have an autocomplete and having a link with the issue of CRM project.**"

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**.

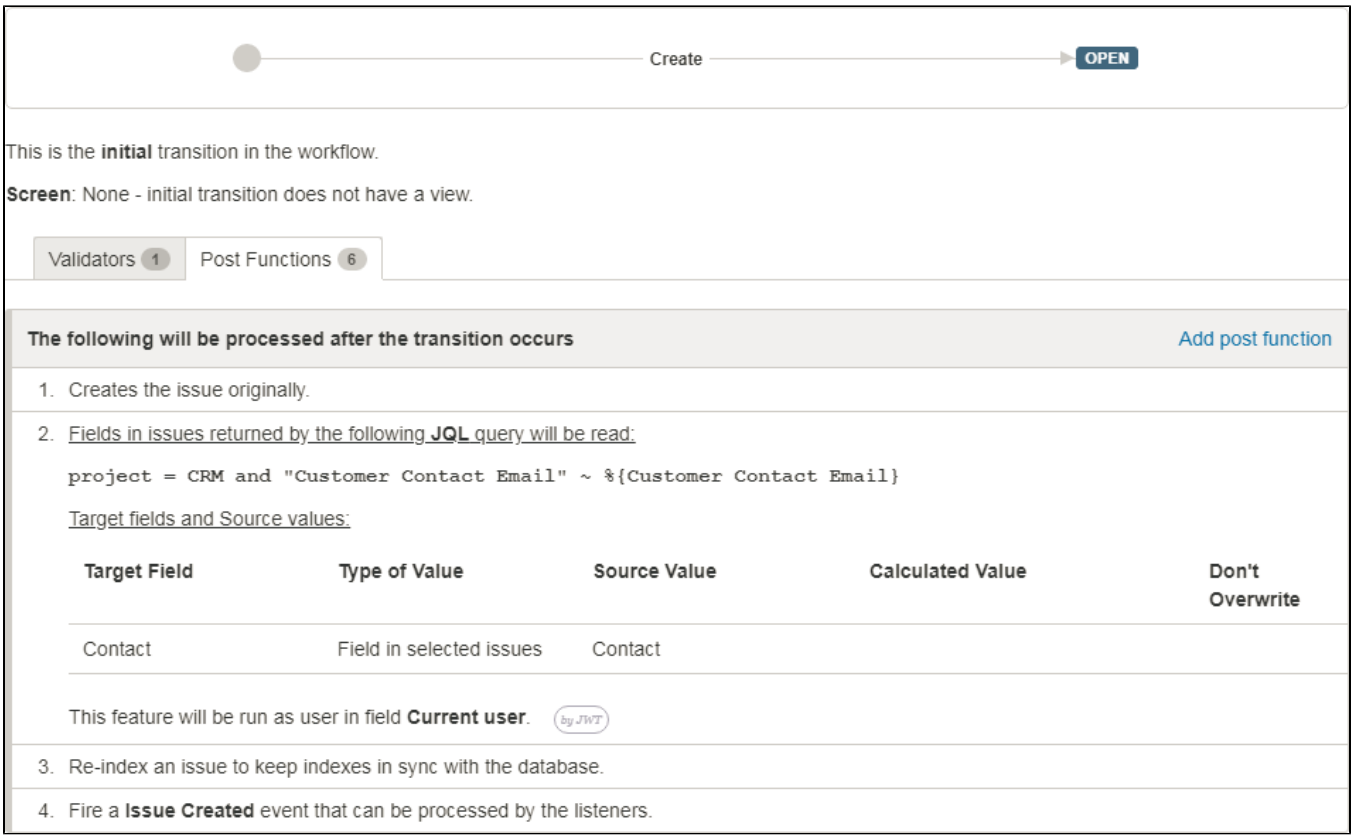
You have to use post-function **Read field from issues returned by JQL query or issue list** with the following configuration:



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

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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
  - 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
  - post-function
  - transition
- Transition sub-tasks when parent is transitioned
  - example
  - post-function
  - sub-task
  - transition
  - outdated
- Transition only a sub-task among several ones
  - example
  - post-function
  - sub-task
  - transition
  - 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