Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app

Features used to implement the example Example: Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app Other examples of that function Related Usage Examples

Features used to implement the example

Create issue link

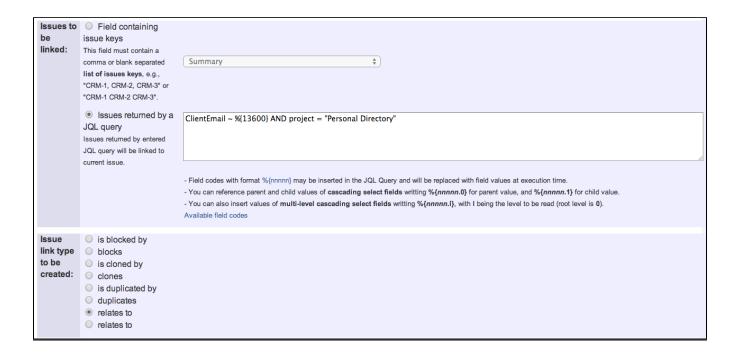
Example: Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app

We are currently using the Jira app **Enterprise Mail Handler for Jira** to create tickets based on emails in **project A**. When it creates a ticket, it fills in the summary, description, and custom field "**ClientEmail**". We have a second **project B** (called "**Personal Directory**"), that has tickets with unique data in each **ClientEmail** field.

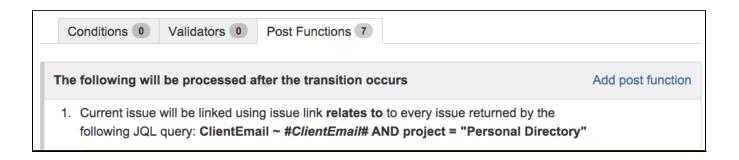
We want to use **Jira Workflow Toolbox** to set up a post-function on **project A** workflow to link tickets to **project B** (called "**Personal Directory**"), bas ed on each unique email address in field **ClientEmail**. I have been successfully created links based on JQL, but it was for a specific example (see screenshot below). We want **Jira Workflow Toolbox** to search for data in **ClientEmail**, and link issue in project A to ticket in project B that already has that same data in its field **ClientEmail**.



Instead of a specific value, you should use field code for **ClientEmail** field. You can find its field code in the field list you can field below the configuration parameters of post-function **Create issue link**. In the following screenshots I show you how to do it. Notice that in my example field **Clien tEmail** has field code **%{13600}**, but it depends on each specific Jira instance. Configuration of post-function **Create issue link**:



Once configured, transition configuration will look like this:



I show you a screenshot showing a part of the field list showing the field code for field "ClienEmail":

%{12600}	Carrier	Text Field (single line)
%{10900}	City	Select List (single choice)
%{10901}	City in Country	Select List (cascading)
%{13600}	ClientEmail	Text Field (single line)
%{12101}	Code review priority	Select List (single choice)
%{10100}	Colours	Checkboxes
%{12700}	Consecuence of Bug	Text Field (single line)

Other examples of that function

Related Usage Examples

Page: Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app

- · Validate only issue links created in transition screen
 - o example
 - validator

Page: Create issue links based on a custom field value avoiding

Page: Creating issue links to issues with the same "Summary"

Page: Parse description for creating issue links

Page: Replace certain issue link types with different ones

- o issue-links
- · Require issue link when resolving as duplicate
 - o example
 - o validator
 - o issue-links
- Ensure that all issues linked with a certain issue link type have "Due Date" field set
 - o example
 - o validator
 - o issue-links
- Block an epic's transition depending on linked issues status and due date
 - o example
 - o validator
 - o issue-links
 - transition
- Add and remove a single or a set of items from multi valued fields
 - o example
 - post-function
 - o custom-field
 - o issue-links
 - o sub-task
- Writing a comment to blocked issues when blocking issues are resolved
 - example
 - o post-function
 - o issue-links
- · Prevent issue from moving forward if it's dependent on nonaccepted tickets
 - o example
 - validator
 - o issue-links
 - transition
- Enforce linked issues in a specific project to be "Closed" before closing issue
 - o example
 - o validator
 - o issue-links
 - transition
- Block or hide a transition for an issue depending on its issue
 - o example
 - o validator
 - o issue-links
 - transition
- Prevent transitioning when there is a blocking issue
 - o example
 - validator
 - o issue-links
 - o sub-task
 - transition
- · Prevent issue from being "Closed" if blocking issues aren't yet closed
 - o example
 - validator
 - o issue-links
 - o transition
- Block creation of issue type X if it has not been linked with link type Y to issue type Z on the "Create Issue" screen
 - o example
 - validator
 - o issue-links
- · Prevent issue from being closed if it has links of type "is
 - blocked by" to open issues
 - example o condition

 - o validator
 - o issue-links transition
- · Transition linked issues in currently active sprint
 - o example
 - o post-function
 - o issue-links
 - transition
- · Automatically become watcher of every issue blocking an issue assigned to you
 - o example
 - o post-function

o issue-links