

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

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## 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**"), based 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**.

The screenshot shows the Jira Workflow Toolbox configuration for the 'Create issue link' function. The interface is divided into several sections:

- Update parameters of the Create issue link Function for this transition.**
- Update parameters of the Create issue link Function for this transition.**
- Issues to be linked:** A section with a checkbox for 'Field containing issue keys' and a text area for the JQL query. The JQL query is: `ClientEmail = "greg@railsford@gmail.com" AND project = "Personal Directory"`.
- Issue link type to be created:** A section with two radio buttons: 'Is blocked by' and 'Blocks'.

Below the JQL query, there are several notes and a list of available field codes:

- Field codes with format `{nmm}` may be inserted in the JQL Query and will be replaced with field values at execution time.
- You can reference parent and child values of cascading select fields writing `{nmm.n}` for parent value, and `{nmm.n}` for child value.
- You can also insert values of multi-level cascading select fields writing `{nmm.n}`, with 1 being the level to be read (root level is 0).
- Available field codes

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 find 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 **ClientEmail** has field code `%{13600}`, but it depends on each specific Jira instance. Configuration of post-function [Create issue link](#):

Issues to be linked:

☐ Field containing issue keys  
This field must contain a comma or blank separated list of issues keys, e.g., "CRM-1, CRM-2, CRM-3" or "CRM-1 CRM-2 CRM-3".

☒ Issues returned by a JQL query  
Issues returned by entered JQL query will be linked to current issue.

Summary

ClientEmail ~ %{13600} AND project = "Personal Directory"

- Field codes with format `%{nnnnn}` may be inserted in the JQL Query and will be replaced with field values at execution time.

- You can reference parent and child values of cascading select fields writing `%{nnnnn.0}` for parent value, and `%{nnnnn.1}` for child value.

- You can also insert values of multi-level cascading select fields writing `%{nnnnn.l}`, with l being the level to be read (root level is 0).

Available field codes

Issue link type to be created:

☐ is blocked by  
☐ blocks  
☐ is cloned by  
☐ clones  
☐ is duplicated by  
☐ duplicates  
☒ relates to  
☐ relates to

Once configured, transition configuration will look like this:

Conditions 0

Validators 0

Post Functions 7

The following will be processed after the transition occurs

Add post function

1. Current issue will be linked using issue link **relates to** to every issue returned by the following JQL query: **ClientEmail ~ #ClientEmail# AND project = "Personal Directory"**

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}	Consequence of Bug	Text Field (single line)

## Other examples of that function

Page: [Automatically create an issue link after issue creation on email by "Enterprise Mail Handler for Jira" app](#)

## Related Usage Examples

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

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

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

- issue-links
- Require issue link when resolving as duplicate
  - example
  - validator
  - issue-links
- Ensure that all issues linked with a certain issue link type have "Due Date" field set
  - example
  - validator
  - issue-links
- Block an epic's transition depending on linked issues status and due date
  - example
  - validator
  - issue-links
  - transition
- Add and remove a single or a set of items from multi valued fields
  - example
  - post-function
  - custom-field
  - issue-links
  - sub-task
- Writing a comment to blocked issues when blocking issues are resolved
  - example
  - post-function
  - issue-links
- Prevent issue from moving forward if it's dependent on non-accepted tickets
  - example
  - validator
  - issue-links
  - transition
- Enforce linked issues in a specific project to be "Closed" before closing issue
  - example
  - validator
  - issue-links
  - transition
- Block or hide a transition for an issue depending on its issue links
  - example
  - validator
  - issue-links
  - transition
- Prevent transitioning when there is a blocking issue
  - example
  - validator
  - issue-links
  - sub-task
  - transition
- Prevent issue from being "Closed" if blocking issues aren't yet closed
  - example
  - validator
  - issue-links
  - 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
  - example
  - validator
  - issue-links
- Prevent issue from being closed if it has links of type "is blocked by" to open issues
  - example
  - condition
  - validator
  - issue-links
  - transition
- Transition linked issues in currently active sprint
  - example
  - post-function
  - issue-links
  - transition
- Automatically become watcher of every issue blocking an issue assigned to you
  - example
  - post-function

- [issue-links](#)