Creating a Jira Service Desk internal comment on linked issues

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Features used to implement the example

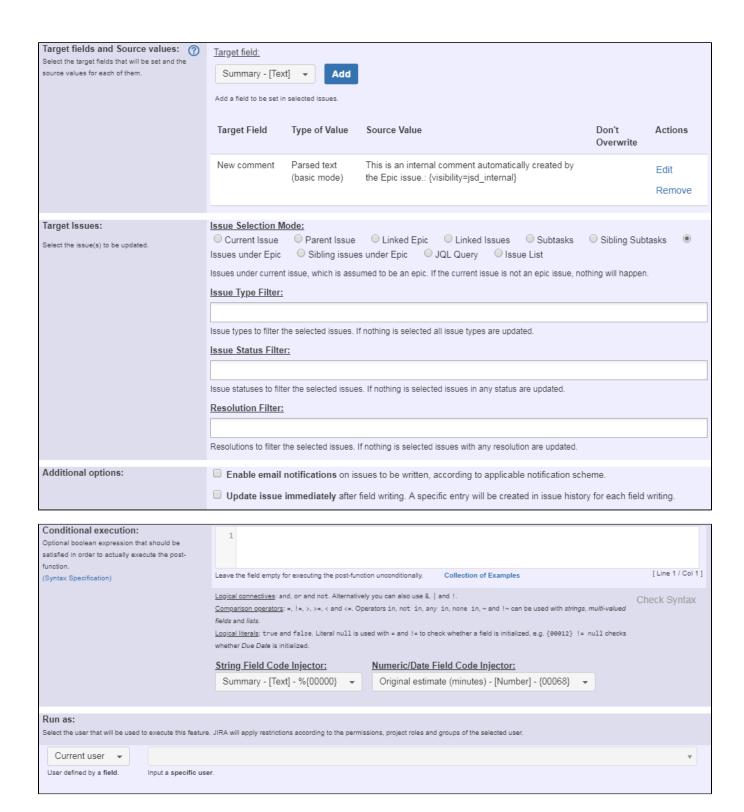
Update issue fields

Example: Creating a Jira Service Desk internal comment on linked issues

Is this possible?: Writing to or reading from linked issues we need to set a new comment in a Service Desk project, but the comment has to be "Internal". At the moment, new comments are shared with the customer.

We can use post-functions Write field on linked issues or subtasks or Update issue fields selecting "New comment" or "New comment (sends email notifications)" as target field, for creating comments on linked issues, sub-tasks, or any issue selections by JQL or issue list expression. Comments created by this procedure will not have any visibility restriction, but we can limit the visibility by making our comments end in ": {visibility=visibility_value}", with visibility_value being a project role name a group name, "jsd_internal" or "jsd_public", as explained at: Add a comment.

Let's say we want to add an internal comment in all tasks of an Epic issue. In this case we use the post function Update issue fields:



Text to be parsed is: This is an internal comment created by the Epic issue.: {visibility=jsd_internal}

Other examples of that functions

Related Usage Examples

Write field on linked issues or sub-tasks

Page: Add and remove a single or a set of items from multi valued fields

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o example

o post-function

Page: Automatically become watcher of every issue blocking an issue assigned to you

Page: Automatically close resolved sub-tasks when parent issue is closed

Page: Automatically resolve an epic when all its stories are resolved

Page: Compose dynamic text by inserting field values in a text template

Page: Copy "Due date" into a date type custom field in a linked issue if it's greater than current issue's "Due date"

Page: Copy attachments from one issue to another

Page: Create a comment in sub-tasks when parent transitions

Page: Creating a Jira Service Desk internal comment

Page: Creating a Jira Service Desk internal comment on linked issues

Page: Execute transition in epic

Page: Make linked issues, sub-tasks and JQL selected issues progress through its workflows

Page: Moving sub-tasks to "Open" status when parent issue moves to "In Progress"

Page: Sum sub-task's "Time Spent" (work logs) and add it to a certain linked issue

Page: Transition sub-tasks when parent is transitioned

Write field on issues returned by JQL Query or Issue List

Page: Add and remove a single or a set of items from multi valued fields

Page: Compose dynamic text by inserting field values in a text template

Page: Creating a Jira Service Desk internal comment

Page: Creating a Jira Service Desk internal comment on linked issues

Page: Make linked issues, sub-tasks and JQL selected issues progress through its workflows

Page: Moving sub-tasks to "Open" status when parent issue moves to "In Progress"

Page: Parse Email adresses to watchers list

Page: Set priority for issues that have been in a certain status for longer than 24 hours

Page: Transition linked issues in currently active sprint

Page: Transition only a sub-task among several ones

Page: Using project properties to calculate custom sequence numbers Page: Writing a comment to blocked issues when blocking issues are resolved

- Limit the number of hours a user can log per day
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 - o post-function
 - o work-log
- Using project properties to calculate custom sequence numbers
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- Set a date based on current date
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- Setting the priority depending on the multiplication of custom fields
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- Parse Email adresses to watchers list
 - example
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- 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

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- Triage Jira Service Desk email requests (Move issues)
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 Transition only a sub-task among several ones
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- outdatedMoving sub-tasks to "Open" status when parent issue moves to
 - "In Progress"

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