# Triage Jira Service Desk email requests (Move issues)

#### On this page

- · Features used to implement the example
- Example: Triage Jira Service Desk email requests
- Other examples of that function
- Related Usage Examples

#### Features used to implement the example

- Move issues
- Transition issues
- Transition is triggered by Jira Workflow Toolbox post-function

### Example: Triage Jira Service Desk email requests

The use of email requests in Jira Service Desk has one decisive disadvantage: only one request type (and therefore only one issue type) can be configured on a per email channel or per project basis.

In this example, a triage mechanism is configured for issues created via email, that are configured as request type **Email request** and issue type **IT Help.** If the summary contains the **keyword "Incident"** the request gets moved to issue type **Incident** and request type **Email incident**.

The recommended approach consists of two steps:

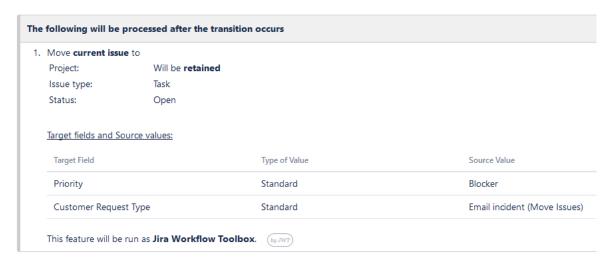
Add a global reflexive transition (from any status to itself) named Incident Triage.

In order to hide this transition from Jira users, add a Transition is triggered by Jira Workflow Toolbox post-function condition. Additionally, add a Move issues post function, with the following options:

- Project Retain the project
- Issue type Selected issue type Incident
- Status Selected status Open 🚹 must be a valid status present in the Incident's workflow
- · Additional fields, e.g.
  - Priority Standard Blocker
  - O Customer Request Type Standard Email incident

🚹 Additional fields aren't required, but at least Customer Request Type should definitely be set to ensure customers retain request visibility.

Once configured, the transition will look like this:



All the remaining post functions in this transitions are superfluous for this example and therefore can be deleted.

Next, add a Transition issues to the Create issue transition of the workflow attached to email requests - in this example IT Help - with the following options:

- Target issue Current issue
- Execute transition Incident Triage
- Conditional execution

%{nnnnn} = "move/b52566f1-6353-404a-98de-04e9a2a351a1" AND %{00000} ~ "Incident"

The field code nnnnn has to be replaced with the corresponding one for Customer Request Type (Customer Request Type Custom Field). To receive the exact value to match against, the easiest way would be to set this request type on an issue and evaluate with the help of our Expression Parser Test page.

1 In the latest versions of Jira Service Desk, those request types consist of the project key, a forward slash and a hash value.

Once configured, the transition will look like this:



A Ensure that Transition issues is placed after the Create the issue originally post function.

Once those two transitions are configured, requests created via email with the keyword "Incident" in its summary - which is the email subject - will be moved to the new issue and request type.

# Other examples of that function

Page: Automatic work log with start and stop work transitions

Page: Automatically log work time when the user uses a "Stop

Progress" transition

Page: Calculate the time elapsed between 2 transition executions

Page: Getting the number of selected values in a custom field of type Multi Select

Page: Implement a form with a series of questions and calculate a numeric value based on the answers

Page: Increment a field or set to 1 if it's not set

Page: Set "Date-Time Picker" custom field with current date-time

Page: Set "Due date" 6 natural days (or work days) earlier than a "Date Picker" custom field

Page: Set "Due date" to a specific day of next week no matter of date of creation this week

Page: Set "Due date" with certain time offset from current date

Page: Set "Total time spent" to "Current date and time - date and time of

Page: Set a custom field "Urgency" depending on a combined value of issue's priority and "Impact" custom field

Page: Sum "Time Spent" in all sub-tasks of issues linked with issue link types "LinkA", "LinkB", "LinkC"

Page: Triage Jira Service Desk email requests (Move issues)

Page: Using project properties to calculate custom sequence numbers

## Related Usage Examples

- Automatically log work time when the user uses a "Stop Progress" transition
  - o example
  - o post-function
  - o custom-field
  - o work-log
- · Limit the number of hours a user can log per day
  - o example
  - validator
  - o post-function
  - o work-log
- Make "Time Spent" field required when there is no time logged in the issue
  - o example
  - o validator
  - o work-log
- Limit valid dates for work logs
  - o example
  - validator
  - o work-log
- Sum sub-task's "Time Spent" (work logs) and add it to a certain linked issue
  - o example
  - o post-function
  - o issue-links o sub-task
  - o work-log
- · Log absence time on another issue
  - example
  - o post-function
  - o work-log
- Set "Total time spent" to "Current date and time date and time of last update'
  - o example
  - o post-function
  - o work-log
- Sum "Time Spent" in all sub-tasks of issues linked with issue link types "LinkA", "LinkB", "LinkC'
  - example

- post-function
- o issue-links
- o sub-task
- o work-log
- Automatic work log with start and stop work transitions

  - examplepost-function
- work-log
  Validation on the value of a Cascading Select field
  - o example

  - validatorcustom-field
- Make different fields mandatory depending on the value of a Select List custom field
  - o example
  - validator
  - o custom-field
- Validate compatible values selection among dependent custom fields
  - o example
  - o validator
  - o custom-field
- Make a custom field mandatory when priority is "Critical" or "Blocker" and issue type is "Incident"
  - o example
  - validator
  - o custom-field
- Validate a custom field "Story Points" has been given a value in Fibonacci sequence
  - o example
  - validator
  - o custom-field
- Validate that multi-user picker custom field A does not contain any user in multi-user picker custom field B
  - o example
  - validator
  - o custom-field