

Triage Jira Service Desk email requests (Move issues)

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Features used to implement the example

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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
 - Customer Request Type Standard **Email incident**

i 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:

The following will be processed after the transition occurs

1. Move **current issue** to


Project: Will be **retained**

Issue type: Task

Status: Open

Target fields and Source values:

Target Field	Type of Value	Source Value
Priority	Standard	Blocker
Customer Request Type	Standard	Email incident (Move Issues)

This feature will be run as **Jira Workflow Toolbox**. 

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.

 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:

The following will be processed after the transition occurs
<ol style="list-style-type: none"> 1. Creates the issue originally. 2. Transition issues <u>Target issues:</u> Current issue <u>Action to be performed:</u> Execute Transition 'Incident Triage (961)' <u>Additional configuration:</u> Post-function will only be executed if the following boolean expression is satisfied: <code>%{Customer Request Type} = "move/b52566f1-6353-404a-98de-04e9a2a351a1" AND %{Summary} ~ "Incident"</code> This feature will be run as Jira Workflow Toolbox.  3. Set issue status to the linked status of the destination workflow step. 4. Re-index an issue to keep indexes in sync with the database. 5. Fire a Issue Created event that can be processed by the listeners.

 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

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Related Usage Examples

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 - [work-log](#)
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- [Make "Time Spent" field required when there is no time logged in the issue](#)
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 - issue-links
 - sub-task
 - work-log
- Automatic work log with start and stop work transitions
 - example
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- Validation on the value of a Cascading Select field
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- Make a custom field mandatory when priority is "Critical" or "Blocker" and issue type is "Incident"
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- Validate a custom field "Story Points" has been given a value in Fibonacci sequence
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