

# 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
1. Creates the issue originally.
2. <b>Transition issues</b> <u>Target issues:</u> <b>Current issue</b> <u>Action to be performed:</u> Execute Transition <b>'Incident Triage (961)'</b> <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 <b>Jira Workflow Toolbox</b> . 
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 <b>Issue Created</b> 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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 Page: [Calculate the time elapsed between 2 transition executions](#)  
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 Page: [Set a custom field "Urgency" depending on a combined value of issue's priority and "Impact" custom field](#)  
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 Page: [Using project properties to calculate custom sequence numbers](#)

## Related Usage Examples

- [Automatically log work time when the user uses a "Stop Progress" transition](#)
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  - [post-function](#)
  - [custom-field](#)
  - [work-log](#)
- [Limit the number of hours a user can log per day](#)
  - [example](#)
  - [validator](#)
  - [post-function](#)
  - [work-log](#)
- [Make "Time Spent" field required when there is no time logged in the issue](#)
  - [example](#)
  - [validator](#)
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- [Limit valid dates for work logs](#)
  - [example](#)
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- [Log absence time on another issue](#)
  - [example](#)
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- [Set "Total time spent" to "Current date and time - date and time of last update"](#)
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- [Sum "Time Spent" in all sub-tasks of issues linked with issue link types "LinkA", "LinkB", "LinkC"](#)
  - [example](#)
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- post-function
  - issue-links
  - sub-task
  - work-log
- Automatic work log with start and stop work transitions
  - example
  - post-function
  - work-log
- Validate compatible values selection among dependent custom fields
  - example
  - validator
  - custom-field
- Validate a custom field "Story Points" has been given a value in Fibonacci sequence
  - example
  - validator
  - custom-field
- Validate that multi-user picker custom field A does not contain any user in multi-user picker custom field B
  - example
  - validator
  - custom-field
- Validation on the value of a Cascading Select field
  - example
  - validator
  - custom-field
- Make different fields mandatory depending on the value of a Select List custom field
  - example
  - validator
  - custom-field
- Make a custom field mandatory when priority is "Critical" or "Blocker" and issue type is "Incident"
  - example
  - validator
  - custom-field