

Extract an email address from the last comment

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Use case

Commenting on a Jira ticket is a great way to share important information. In some cases also things like email addresses get shared via a comment. To not lose those information but extract them, the following use case can be used.

We are going to extract an email address from the last comment and save it to a custom field.



Prerequisites

First we need to create a custom field where the extracted email address can be stored.

Set up the custom field

If you don't have a multi line custom field to store the email address, you might want to create one.

1

Head over to **Custom Fields** in the Jira Administration Issues.

2

Create a new custom field of type **Text field (multi line)**.



Configuration

1

Add the [Copy excerpted value](#) post function to the desired workflow transition.

2

Source field

Choose **Last comment**

3

Target field

Choose the previously created multi line text field

Excerpt configuration

4

Leading delimiter

Choose **Regular expression (case sensitive)**

5

Expression

Enter the following Expression:

Sender\s*:\s*

6

Trailing delimiter

Choose **Text (case sensitive)**

7

Expression

Leave this one empty

8

Excerpt pattern

Choose **Email**

9

Multiple pattern matchers

Choose **First**

The comment to be added should look something like this:

```
Hi,  
some text.  
Sender: <Email address to be extracted>  
More text.
```



Screenshots

Update parameters of the Copy excerpted value Function for this transition.

Update parameters of the Copy excerpted value Function for this transition.

Basic configuration *

Define the required parameters needed to execute this post function.

Source field *

Last comment

Select the field to get the value from.

Target field *

Temporary text 1

Select the field the value will be copied to.

Excerpt configuration *

Leading delimiter *

Regular expression (case sensitive)

Expression

Sender\s*:\s*

Enter plain text and optionally use field codes, e.g. %{issue.summary}, to insert field values.

Trailing delimiter *

Text (case sensitive)

Expression

Enter plain text and optionally use field codes, e.g. %{issue.summary}, to insert field values.

Excerpt pattern *

Email

Select which pattern will be searched for between the delimiters.

Multiple pattern matches *

First

Select which value should be extracted in case of multiple pattern matches.

- > Additional options
- > Conditional execution
- > Run as

Copy excerpted value

Documentation

Copy an excerpt of an issue field.

Workflow

JWT 3.0.0 Use cases

TO DO

JWT (1471)

IN PROGRESS

Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Extract an email address from the last comment		Copy excerpted value		
Extract the issue priority from the summary		Copy excerpted value		

If you still have questions, feel free to refer to our support team.