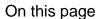
Extract an email address from the last comment



Prerequisites | Configuration | Screenshots | Related use cases

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

Add the Copy excerpted value post function to the desired workflow transition.

 $\left(\begin{array}{c}\mathbf{2}\end{array}\right)$

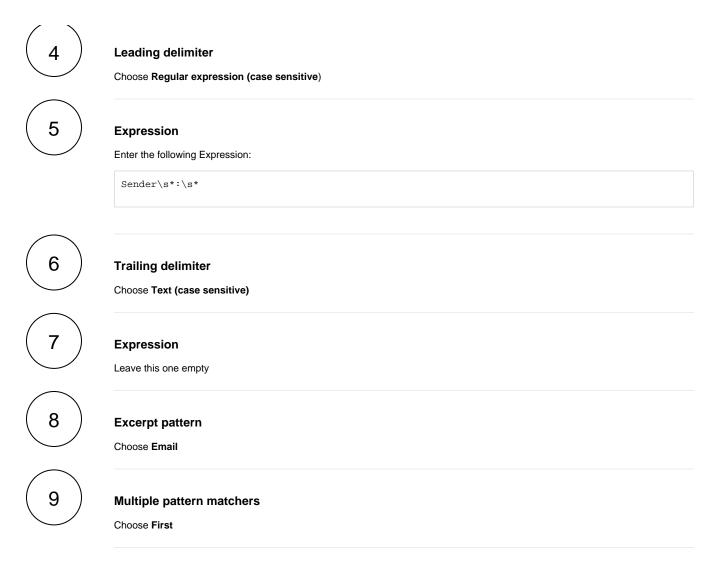
Source field

Choose Last comment

(3)

Target field

Choose the previously created multi line text field



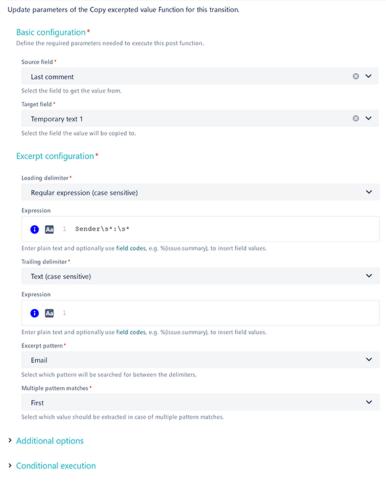
The comment to be added should look something like this:

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



Screenshots

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





> Run as



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. $% \label{eq:control_support} % \label{eq:control_support} %$