

Automatically fill an insight custom field after a transition

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Use case

In the following use case, the issue gets automatically its insight field to display specific/desired insight objects.



Configuration

1

Add the [Update or copy field values](#) post function to the desired transition or create a new transition.

You might want to add the post function to the **create transition** of the workflow so that the post function gets executed every time a new issue is created.

2

Target issue

Choose **Current issue**

3

Field

Choose your desired Insight field.

4

Value

In the **popup**, choose the value **Set field value manually (parser expression)**

5


Expression

Set it to **Basic text** and use the following expression

ObjectKey-1

Where to find an object's key?

Amsterdam

 Edit Comment

More ▾

 Object Graph

▼ Details

Name  Amsterdam

Address

Singel 236, 1016 AB Amsterdam, Netherlands

Floors

5

▼ Activity

Comments

History

Created	Type	Actor	Attribute	Old value	New value
10/Jun/19 9:46 PM	Added Value	 Mitch Davis	Floors		5
10/Jun/19 9:46 PM	Added Value	 Mitch Davis	Address		Singel 236,
14/May/19 3:33 AM	Created	 Mitch Davis			

Want to display more than one value?

1

In order to display multiple objects, make sure that the **Multiple option is checked** in your Insight custom field configuration as you can see below:

Scope

Object Schema	TIS Assets and Employees
Filter Scope (IQL)	objectType = Employee
Filter Issue Scope (IQL)	Not configured
Filter Assign Scope (IQL)	Not configured
Make Filter Assign Strict	<input type="checkbox"/>

User Interaction

Type of interaction	<input checked="" type="radio"/> Select <input type="radio"/> Checkbox / Radio button
Filter objects with attributes	<input type="text" value="Label"/>
Object attributes on Issue view	<input type="text" value="Phone"/> <input type="text" value="Office"/> <input type="text" value="Employee ID"/> <input type="text" value="Email address"/>
Multiple	<input checked="" type="checkbox"/>
Option to add all objects	<input type="checkbox"/>

Service Desk

Show object picker on customer portals	<input checked="" type="checkbox"/>
Force to show on Customer Issue details	<input type="checkbox"/>

[Return to Jira Custom Field](#)

2

Expression

Your expression would be then like the following if you want to display 3 objects:

```
ObjectKey-1, ObjectKey-2, ObjectKey-3
```

6

User

Choose **Current user**



Screenshots

Add Parameters To Function

Add required parameters to the Function.

Basic configuration*

Define the required parameters needed to execute this post function.

Target issue *

Current issue

Select the issues to be updated.

Field *

Define the fields to be updated.

Field	Value	Write protection
Host/Office (14300)	Parser expression	<div>TAE-15</div>
Add field		

Additional options

- ☐ Send email notification
- Notifications will be sent according to the associated notification scheme.
- ☒ Update issues immediately
- Each field update results in a dedicated "Issue Updated" event and issue history entry.

Conditional execution

Run as

User *

Current user

Select the user that will be used to execute this post function.

Add Cancel

Update or copy field values

Documentation

Update one or multiple issue fields or copy field values across the same issue or related issues (parent / child, Epic / Story, linked issues and many more).

Workflow

ACMOON: General Work Order














Examples

Pick one of the following example configurations and get started in no time. More details will be provided upon your selection.

- Assign issue to current user
- Keep parent's priority in sync
- Assign important issues to the project lead

Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Add days skipping weekends and holidays to a Date Picker field		Update or copy field values	addTime()	
Add or remove request participants		Update or copy field values		
Add watchers ignoring inactive users		Update or copy field values	usersInGroup() isActive() toString() filterByPredicate()	
Assign important issues to the project lead		Update or copy field values		
Assign issue to current user		Update or copy field values		
Automatically fill an insight custom field after a transition		Update or copy field values		
Change the assignee to the next evaluator		Update or copy field values	first() toStringList()	
Create an internal Service Management comment on linked issues		Update or copy field values		

Keep parent issue's priority in sync		Update or copy field values	
Keep track of important status updates		Update or copy field values Fields required or changed	dateTimeToString()
Match several values of a list		Update or copy field values	toString() distinct() filterByPredicate()
Prioritize the issues globally		Update or copy field values	indexOf() previousValue() issuesFromJQL()
Set a date on the same week day on alternate weeks		Update or copy field values	addDays() nextDayOfTheWeek() modulus() weekOfTheYear() datePart()
Set a Date Picker field to the nth day of the month		Update or copy field values	dayOfTheMonth() lastDayOfTheMonth() addDays()
Set assignee based on a former assignee		Update or copy field values	previousValue()
Set Due Date with latest value among sub-tasks		Update or copy field values	fieldValue() max() siblingSubtasks()
Set fix version based on its start and release date		Update or copy field values	toString() textOnStringList() unreleasedVersions() startDates() releaseDates() first()
Set the next fix version		Update or copy field values	floor() toNumber() substring() length()
Shorten the summary to a maximum number of characters		Update or copy field values	substring() length()

If you still have questions, feel free to refer to our [support](#) team.