

Transition an external Jira ticket based on the linked internal one

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Use case

This use case considers the situation of working with two Jira instances. On one hand there is a **support instance** where the tickets are created by user reports and on the other an **internal development instance**. Based on the user request an issue is opened and addressed to the developers team. When the **internal ticket is resolved** (Done), we will use this template to **close the support ticket**.



Configuration

1

Add the [Execute remote action](#) **post function** to the desired transition or create a new transition.

2

Create remote action

Select the action to get started. Choose **Transition an issue**.

3

Select connection

Choose **an existing connection** to the external Jira instance or create **a new connection**.

4

Customize your action

[Set action parameters](#)

The values used below are created for the **example** only. Please **provide real input** from your instance for making the use case realistic.

1

Issue key

Since there is no automatic way of grabbing the external linked issues we will set it manually as ISSUE-1. It is a not realistic value created only for the sake of the example!

ISSUE-1

Transition ID

2

Set it manually using the expression editor as follows (in this case, the transition with **ID 2** is the one that moves the ticket to **Done**):

2

Optionally, you can use the **Update issue fields (optional)** section to save the **response body** or **parts** of it into some field.

Update issue fields (optional)

The description of the ticket shall reflect the returned status of the executed action, e.g. a value of 201 indicates that the action has been executed successfully.

1

Select the field to be set.

Choose **Description**.

2

















Set the value.

Choose **Response status**.



Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Automatically create a version when starting the release		Execute remote action		
Automatically link an issue to an external one		Execute remote action		
Automatically log work on a Jira issue		Execute remote action	dateTimeToString()	
Clone issue in external instance		Execute remote action		
Create a comment on an external Jira ticket		Execute remote action		
Create a component to group issues related to UI design		Execute remote action		

Create a new employee account during an onboarding process		Execute remote action	
Create an external project for a new employee during an onboarding process		Execute remote action	
Create an overview page for a software release		Execute remote action	
Create a personal space for a new employee		Execute remote action	
Create Confluence page with links to issues		Execute remote action	
Get attributes of Assets objects		Execute remote action	
Get Checklist		Execute remote action	
Get Hubspot contact information		Execute remote action	
Link a Jira issue with the corresponding release ticket		Execute remote action	
Notify the reporter of an issue about its status by a Telegram message		Execute remote action	
Read the information from a Trello card		Execute remote action	
Retrieve the assets of an issue in Jira cloud		Execute remote action	
Set Checklist		Execute remote action	
Set the assignee of an external issue same as the transitioned issue		Execute remote action	
Transition an external Jira ticket based on the linked internal one		Execute remote action	
Translate the description		Execute remote action	<code>replaceAll() wikiToHTML() htmlToTxt()</code>

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