Notify the reporter of an issue about its status by a Telegram message

On this page

Use case

In this use case we will automatically **send a Telegram message** notifying the reporter of the issue about its status. The message will be delivered to a dedicated Telegram chat. After sending, we will save the response status in the description field.

Prerequisites

For this use case, we need a Telegram bot (create or use an existing one), a Connection for communicating with Telegram and a Custom action for executing the send message operation.

Telegram bot

Create a new Telegram bot or make sure you have access to your bot API token of your Telegram account.

Create a connection

Configure the connection either inside the post function configuration or within the **Remote actions page** in the **Manage apps administration** by setting the following input.

1 — Name

Telegram

2 — Connection type

Choose **External.**

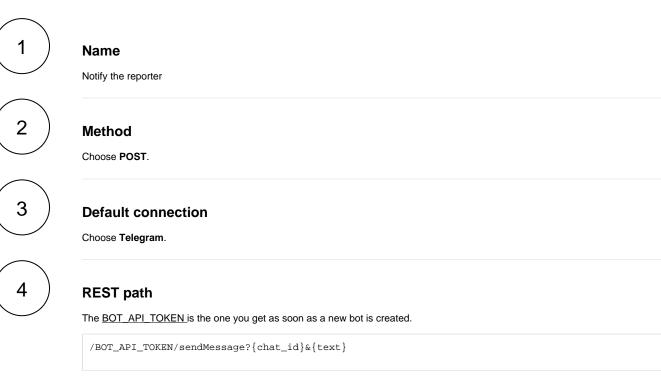### 3 — Base URL

```
https://api.telegram.org
```

4 — Authentication

Choose **No authentication**.

Create an action

Create the action either inside the post function configuration or within the **Remote actions page** in the **Manage apps administration** by setting the following input.

1 · Name

Notify the reporter

2 · Method

Choose **POST**.

3 · Default connection

Choose **Telegram**.

4 · REST path

The <u>BOT_API_TOKEN </u>is the one you get as soon as a new bot is created.

```
/BOT_API_TOKEN/sendMessage?{chat_id}&{text}
```

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

5 · Parameters

chat_id

The <u>chat_id</u> is an unique identifier for the target chat or username of the target channel. In this case you can use the chat id we provide as follows:

```
-1001535712522
```

text

```
The ticket %{issue.key}-%{issue.summary} was transitioned to status %{issue.status}.
```

⚙ Configuration

Add the Execute remote action **post function** to the desired transition or create a new transition and choose the **Expert mode**.
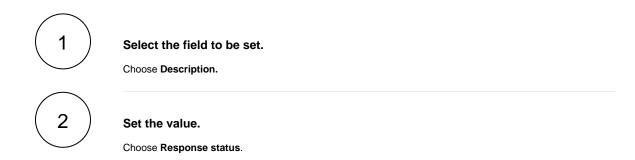
2

1

Select action

Choose the previous created action which we named **Notify the reporter**.

3

Select connection

The default connection of the selected action should be preselected, which is **Telegram**.

4

Update issue fields (optional)

> Other **default options** like **Response body**, **Response status** or **Set field value manually** are available in any mode in the post function.

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 function	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		
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

execute remote action

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