Set the assignee of an external issue same as the transitioned issue

On this page

Use case

In this use case we will automatically **set the assignee** of the **external issue** by putting the same value as in the transitioned issue. Afterwards, we set the description of the issue to the status of the operation response.

Prerequisites

For this use case we need a **Connection** communicating to the external Jira instance and an **Action** for executing the update Jira issue operation.

Create a connection

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

1

Name

External Jira instance

2

Connection type

Choose **External**.

3

Base URL

```
http://JIRA_BASE_URL
```

4

Authentication

Choose **Basic**.

In a **Jira Cloud instance** the username is set using **the email** of the user you want to be authenticated with. The password is an **API token**.

The following example considers connecting with a **Jira on-prem instance**. The input is for the sake of the use-case. Please make sure to use realistic data of an existing user.

Set username.

```
admin
```

Set password.

```
admin_password
```

Create an action

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

① **Name**

Update issue

② **Method**

Choose **PUT**.

③ **Default connection**

Choose **External Jira instance**.

④ **REST path**

```
/rest/api/2/issue/{issueKey}
```

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**

issueKey

It is the key or ID of the issue in the external Jira instance we want to update. Since there is no automatic way of grabbing the external linked issues we will set it manually as ISSUE-1.

```
ISSUE-1
```

6 Action body

This is the JSON body required for executing the REST call. We use a field code to get the current assignee.

> The body data differs based on the platform (cloud or on-prem).

In case of communicating to an **external Jira on-prem instance**, you should provide the data as follows:

```
{"update": {
        "assignee": [
            {
                "set": {
                "name": "%{issue.assignee}"
                }
            }
        ]
    }
}
```

In case of communicating to an **external Jira Cloud instance**, you should provide the data as follows:

```
{"update": {
        "assignee": [
            {
                "set": {
                "accountId": "%{issue.assignee}"
                }
            }
        ]
    }
}
```

⚙ Configuration

1

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

2 Select action

Choose the previous created action which we named **Update issue**.

3 Select connection

The default connection of the selected action should be preselected, which is the **External Jira instance**.

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

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