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

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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.



Name

External Jira instance



Connection type

Choose External.

3

Base URL

http://JIRA_BASE_URL



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**.

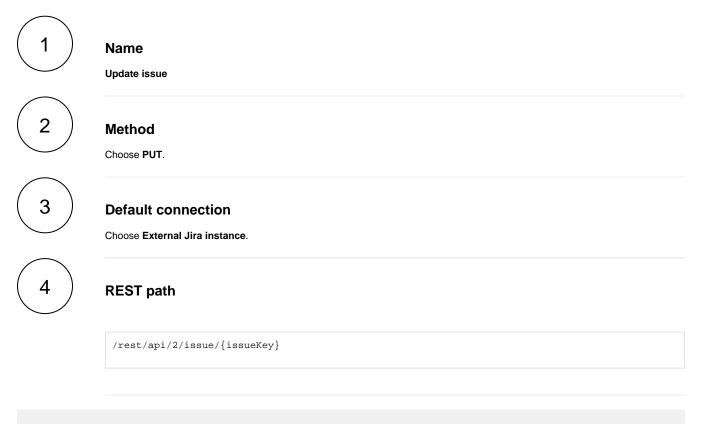
The following example considers connecting with a **Jira on-prem instance**. The input is for the sake of the use-case. Please make sure to use realistic data of an existing user.

Set username.

admin	
et 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.



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

Parameters

issueKey

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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.



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:

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

Configuration

1

2

3

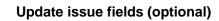
Add the Execute remote action **post function** to the desired transition or create a new transition and choose the **Expert mode**.

Select action

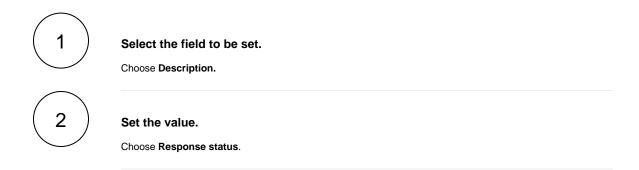
Choose the previous created action which we named Update issue.

Select connection

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



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



Related use cases

Use case	JWT feature	Workflow function	Parser function	Label
Automatically create a version when starting the release	ক্ট্য	Execute remote action		
Automatically link an issue to an external one	ক্ট্য	Execute remote action		
Automatically log work on a Jira issue	ক্ট	Execute remote action		
Clone issue in external instance	ক্ট্য	Execute remote action		
Create a comment on an external Jira ticket	ক্ট্য	Execute remote action		
Create a component to group issues related to UI design	ক্ট্য	Execute remote action		
Create a new employee account during an onboarding process	ক্ট্য	Execute remote action		
Create an external project for a new employee during an onboarding process	ক্ট্য	Execute remote action		
Create an overview page for a software release	ক্ট	Execute remote action		

Create a personal space for a new employee	ক্ট্য	Execute remote action
Create Confluence page with links to issues	ক্ট	Execute remote action
Get attributes of Assets objects	ট্ট	Execute remote action
Get Checklist	ক্ট	Execute remote action
Get Hubspot contact information	ক্ট	Execute remote action
Link a Jira issue with the corresponding release ticket	ক্ট	Execute remote action
Notify the reporter of an issue about its status by a Telegram message	ক্ট	Execute remote action
Read the information from a Trello card	ক্ট	Execute remote action
Retrieve the assets of an issue in Jira cloud	ক্ট	Execute remote action
Set Checklist	ক্ট	Execute remote action
Set the assignee of an external issue same as the transitioned issue	ট্যে	Execute remote action
Transition an external Jira ticket based on the linked internal one	ট্যে	Execute remote action
Translate the description	ট্যে	Execute remote action

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