

Create a comment on an external Jira ticket

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Use case

For this use case we will consider having two Jira instances. On transition of a ticket in one of the instances, we want to write the **status of the transitioned issue** as a **comment** on the linked external 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 **Create an issue comment**.

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

Set it manually using the expression editor as follows, assuming the external issue has the key ISSUE-1:

ISSUE - 1

2

Comment text

Choose **Issue status**.

From the used template, you can retrieve the **Comment ID** and/or the **Comment author** and save them in any field.

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



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.