Automatically link an issue to an external one

Use case

This use case considers the situation of working with two Jira instances. We will use this template to **create a link** on an issue in one Jira instance which **points to** another issue in **an external Jira instance**.

⚙ 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 external issue link.**

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:

```
%{issue.key}
```

2

Link URL

Set it manually using the expression editor as follows by replacing EXTERNAL_JIRA_BASE_URL with your external Jira base URL and EXTISSUE-10 with the external issue key you want to link:

```
https://EXTERNAL_JIRA_BASE_URL/browse/EXTISSUE-10
```

3 Link title

Set it manually using the expression editor as follows:

```
Remote issue
```

4 Link type

Set it manually using the expression editor as follows:

```
External
```

From the used **action template**, you can retrieve the **Link ID** and save it 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()	
Create a comment on an external Jira ticket	⚙	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	
Get Hubspot contact information	⚙	Execute remote action	
Link a Jira issue with the corresponding release ticket	⚙	Execute remote action	
Link issue to issue mentioned in its description	⚙	Execute remote action	findPattern() first()
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 the assignee of an external issue same as the transitioned issue	⚙	Execute remote action	
Set User Picker field with users from group	⚙	Execute remote action	
Transition an external Jira ticket based on the linked internal one	⚙	Execute remote action	
Translate the description	⚙	Execute remote action	findReplaceAll()

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