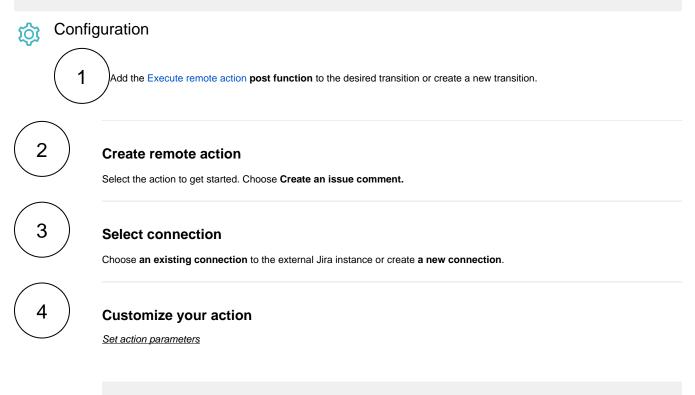
Create a comment on an external Jira ticket

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Configuration | Related use cases

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.



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

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	ক্ট্য	Execute remote action		
Automatically link an issue to an external one	ক্ট্য	Execute remote action		
Automatically log work on a Jira issue	ক্ট্য	Execute remote action	dateTimeToStrin g()	
Create a comment on an external Jira ticket	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	ক্ট্য	Execute remote action		
Create a personal space for a new employee	ক্ট্য	Execute remote action		
Get Hubspot contact information	ক্ট্য	Execute remote action		
Link a Jira issue with the corresponding release ticket	ক্ট্য	Execute remote action		
Link issue to issue mentioned in its description	ক্ট্য	Execute remote action	findPattern() first()	
Notify the reporter of an issue about its status by a Telegram message	ক্ট্য	Execute remote action		
Read the information from a Trello card	ক্ট্য	Execute remote action		
Retrieve the assets of an issue in Jira cloud	ক্ট্য	Execute remote action		
Set the assignee of an external issue same as the transitioned issue	ক্ট্য	Execute remote action		

Set User Picker field with users from group	ক্ট্য	Execute remote action	
Transition an external Jira ticket based on the linked internal one	ক্ট	Execute remote action	
Translate the description	ক্ট	Execute remote action	findReplaceAll()

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