# Create a new employee account during an onboarding process



Configuration | Related use cases

#### Use case

**Onboarding process** could be different based on the company policy, but as a use case we will consider having a dedicated ticket created for a candidate. The ticket follows the employing workflow. When both parts agree on working together, then using this template we will **create a Jira user** in the **external** service desk **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 a Jira user.

This template works only with connections to On-prem Jira instances.

In case, you want to add a user to a Jira Cloud instance, please use the Invite a user remote action.

(3)

## **Select connection**

Choose an existing connection to the external Jira instance or create a new connection.

 $\left(4\right)$ 

### **Customize your action**

Set action parameters

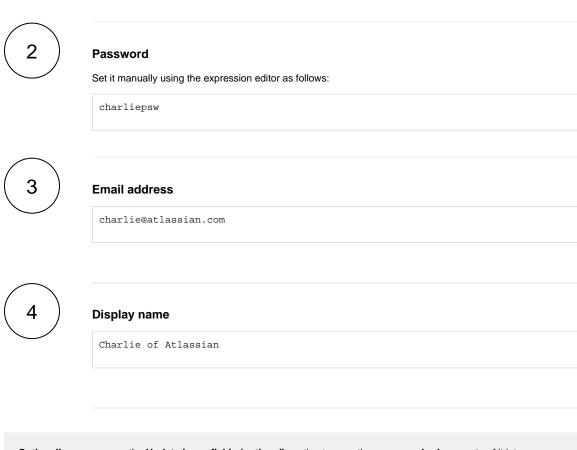
The values used below are created for the **example** only. Please **provide real input** from your instance for making the use case realistic.



#### Username

Set it manually using the expression editor as follows:

charlie



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

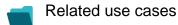
In this example, we use the description field to store the Username.

Update issue fields (optional)



Set the value.

Choose Username.



Use case JWT Workflow function Parser functions Label

feature

Automatically create a version when starting the release	<b>(</b>	Execute remote action	
Automatically link an issue to an external one	(ģ)	Execute remote action	
Automatically log work on a Jira issue	(ģ)	Execute remote action	dateTimeToStrin g()
Create a comment on an external Jira ticket	(g)	Execute remote action	
Create a new employee account during an onboarding process	(g)	Execute remote action	
Create an external project for a new employee during an onboarding process	(c)	Execute remote action	
Create an overview page for a software release	(c)	Execute remote action	
Create a personal space for a new employee	(c)	Execute remote action	
Get Hubspot contact information	<b>(</b>	Execute remote action	
Link a Jira issue with the corresponding release ticket	<b>(</b>	Execute remote action	
Link issue to issue mentioned in its description	<b>(</b>	Execute remote action	findPattern() first()
Notify the reporter of an issue about its status by a Telegram message	<b>(</b>	Execute remote action	
Read the information from a Trello card	(g)	Execute remote action	
Retrieve the assets of an issue in Jira cloud	(g)	Execute remote action	
Set the assignee of an external issue same as the transitioned issue	<b>(</b>	Execute remote action	
Set User Picker field with users from group	<b>(</b>	Execute remote action	
Transition an external Jira ticket based on the linked internal one	<b>(</b>	Execute remote action	
Translate the description	<b>(6)</b>	Execute remote action	findReplaceAll()