

Notify the reporter of an issue about its status by a Telegram message

On this page

[Prerequisites](#) | [Configuration](#) | [Related use cases](#)

Use case

In this use case we will automatically **send a Telegram message** notifying the reporter of the issue about its status. The message will be delivered to a dedicated Telegram chat. After sending, we will save the response status in the description field.



Prerequisites

For this use case, we need a Telegram bot (create or use an existing one), a [Connection](#) for communicating with Telegram and a [Custom action](#) for executing the send message operation.

Telegram bot

Create a new [Telegram bot](#) or make sure you have access to your bot API token of your Telegram account.

Create a connection

Configure the connection either inside the post function configuration or within the **Remote actions page** in the **Manage apps administration** by setting the following input.

1

Name

Telegram

2

Connection type

Choose **External**.

3

Base URL

`https://api.telegram.org`

4

Authentication

Choose **No authentication**.

Create a custom remote action

Create the action either inside the post function configuration or within the **Remote actions page** in the **Manage apps administration** by setting the following input.

1

Name

Notify the reporter

2

Method

Choose **POST**.

3

Default connection

Choose **Telegram**.

4

REST path

The BOT_API_TOKEN is the one you get as soon as a new bot is created.

```
/BOT_API_TOKEN/sendMessage?{chat_id}&{text}
```

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

5

Parameters

chat_id

The chat_id is a unique identifier for the target chat or username of the target channel. In this case you can use the chat id we provide as follows:

```
-1001535712522
```

text

```
The ticket %{issue.key}-${issue.summary} was transitioned to status %{issue.status}.
```



Configuration

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

2

1

Select action

Choose the previously created action which we named **Notify the reporter**.

3

Select connection

The default connection of the selected action should be preselected, which is **Telegram**.

4

Update issue fields (optional)

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

1

Select the field to be set.

Choose **Description**.

2














Set the value.

Choose **Response status**.



Related use cases

Use case	JWT feature	Workflow function	Parser function	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		
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
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

If you still have questions, feel free to refer to our [support](#) team.