Set the assignee of an external issue same as the transitioned issue

On this page

Prerequisites | Configuration | Related use cases

Use case

In this use case we will automatically **set the assignee** of the **external issue** by putting the same value as in the transitioned issue. Afterwards, we set the description of the issue with the status of the operation response.



Prerequisites

For this use case we need a **Connection** communicating to the external Jira instance and an **Action** for executing the update Jira issue operation.

Create a connection

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



Name

External Jira instance



Connection type

Choose External.

3

Base URL

http://JIRA_BASE_URL



Authentication

Choose Basic.

In a **Jira Cloud instance** the username is set using **the email** of the user you want to be authenticated with. The password is an **API token**.

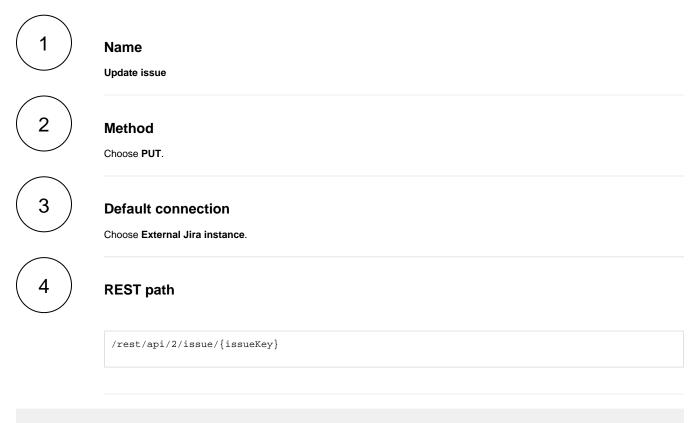
The following example considers connecting with a **Jira on-prem instance**. The input is for the sake of the use-case. Please make sure to use realistic data of an existing user.

Set username.

| admin | | |
|----------------|--|--|
| Set password. | | |
| admin_password | | |
| | | |

Create an action

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



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

Parameters

issueKey

5

It is the key or ID of the issue in the external Jira instance we want to update. Since there is no automatic way of grabbing the external linked issues we will set it manually as ISSUE-1.



Action body

This is the JSON body required for executing the REST call. We use a field code to get the current assignee.

The body data differs based on the platform (cloud or on-prem).

In case of communicating to an external Jira on-prem instance, you should provide the data as follows:

In case of communicating to an external Jira Cloud instance, you should provide the data as follows:

Configuration

1

2

3

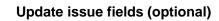
Add the Execute remote action **post function** to the desired transition or create a new transition and choose the **Expert mode**.

Select action

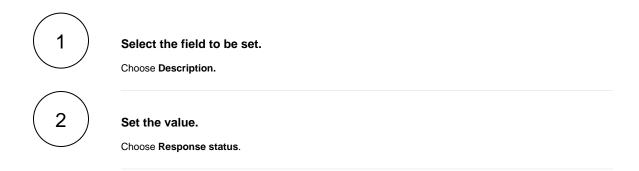
Choose the previously created action which we named Update issue.

) Select connection

The default connection of the selected action should be preselected, which is the External Jira instance.



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



Related use cases

| Use case | JWT feature | Workflow function | Parser function | 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 | ট্য | Execute remote action | | |
| Create a comment on an external Jira ticket | ট্য | Execute remote action | | |
| Create a new employee account during an onboarding process | ট্য | Execute remote action | | |
| Create an external project for a new employee during an onboarding process | ঠ্য | Execute remote action | | |
| Create an overview page for a software release | ট্য | Execute remote action | | |
| Create a personal space for a new employee | ট্য | Execute remote action | | |
| Get Hubspot contact information | ক্ট | 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 |
| 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 | ক্ট্য | Execute remote action |

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