Clone issue in external instance

On this page

Use case

Create a new issue in a different Data Center instance after transitioning an issue. Some of the values of fields from the transitioned issue will be copied.

⚙️ Configuration

1 Add the Execute remote action **post function** to the transition of your choice.

2 In **Expert mode**, create a **new action** with the following parameters:

1 Name

Enter **Create issue in external instance** as the name of the new action.

2 Method

Select the **POST** method.

3 Default connection

Create a connection to the external Jira instance and select it.

4 REST path.

Use the following **REST path**.
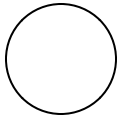
```
/rest/api/2/issue
```

5 Action body

Enter a **custom action body** to set the fields of the new issue as needed. The following action body can be taken as a reference as well as the sample request for the Create issue REST API to set the fields.

```
{
    "fields": {
        "project": {
            "id": "10200"
        },
        "summary": "%{issue.summary}",
        "issuetype": {
            "id": "10000"
        },
        "assignee": {
            "name": "%{issue.assignee}"
        },
        "reporter": {
            "name": "%{issue.reporter}"
        },
        "labels": [
            "Hello",
            "World"
        ],
        "description": "%{issue.description}"
    }
}
```

This action body will **copy the summary, description, assignee and reporter** of the transitioned issue into the new issue. **The project and issue type must be configured manually** by specifying the respective IDs of the project and issue type of your choice. Besides, the field *Labels* is updated in the expression with a fixed set of labels.

Update issue fields (optional)

Optionally, **update the *Temporary text 1* field** with the following expression in order to **link the created ticket with the transitioned tickets** with the Create an external link remote action template in a posterior *Execute remote action* post function.

```
%{action.response.key}
```

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		

Clone issue in external instance	⚙	Execute remote action
Create a comment on an external Jira ticket	⚙	Execute remote action
Create a component to group issues related to UI design	⚙	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
Create Confluence page with links to issues	⚙	Execute remote action
Get attributes of Assets objects	⚙	Execute remote action
Get Checklist	⚙	Execute remote action
Get Hubspot contact information	⚙	Execute remote action
Link a Jira issue with the corresponding release ticket	⚙	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 Checklist	⚙	Execute remote action
Set the assignee of an external issue same as the transitioned issue	⚙	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.