

▲ ATlassian User Groups

Exploring the Jira addons for Interoperability

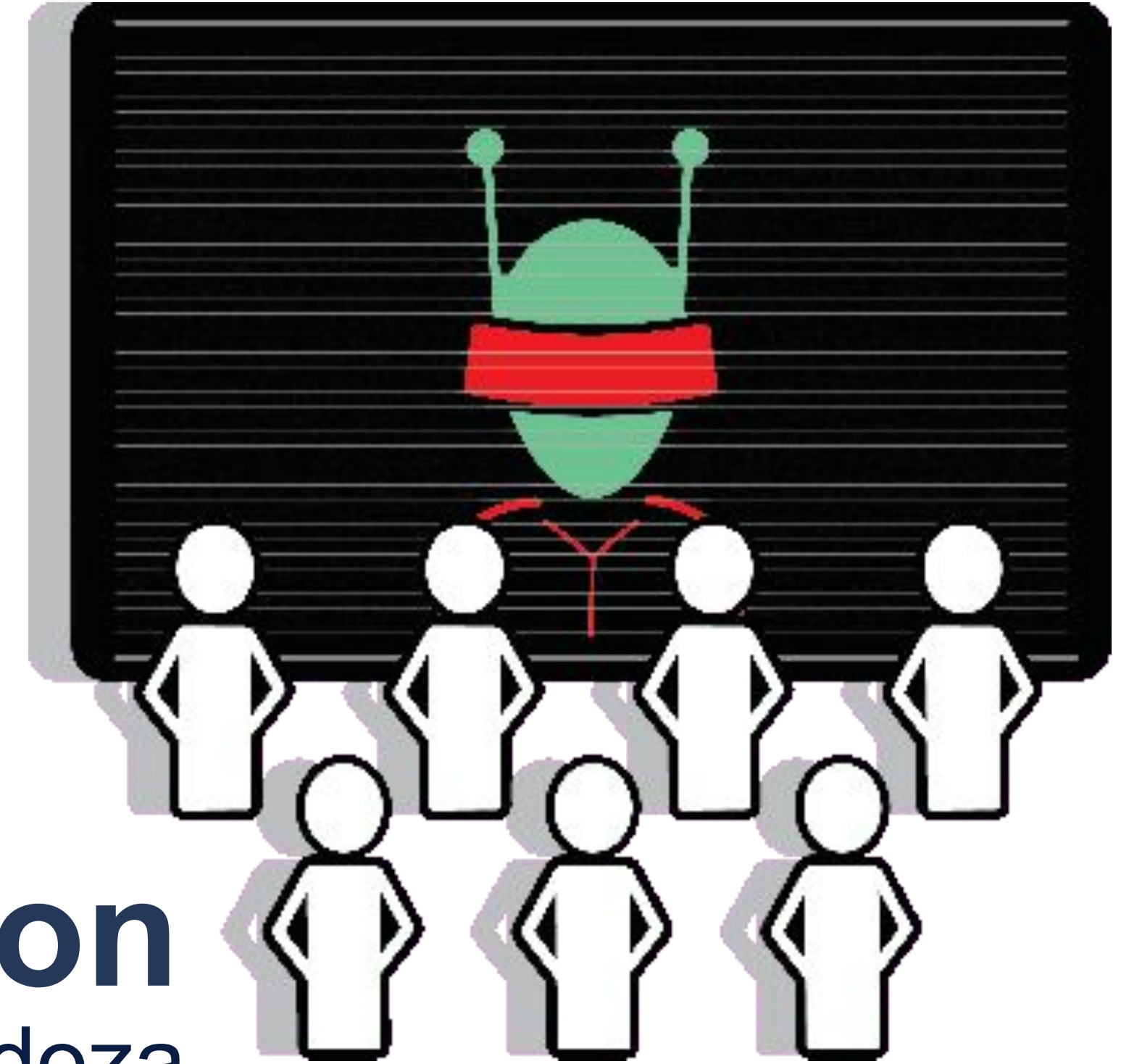
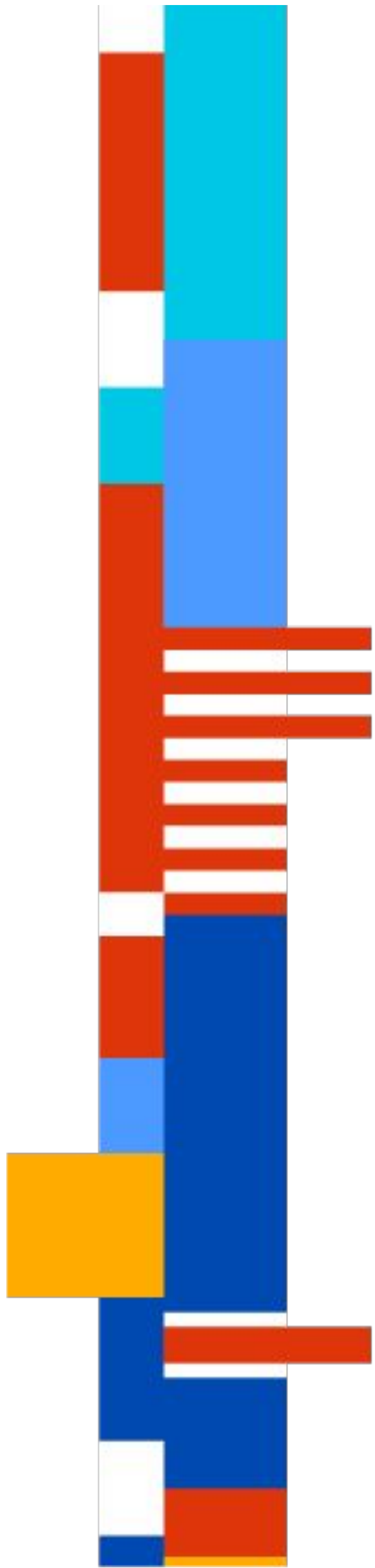


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Introduction

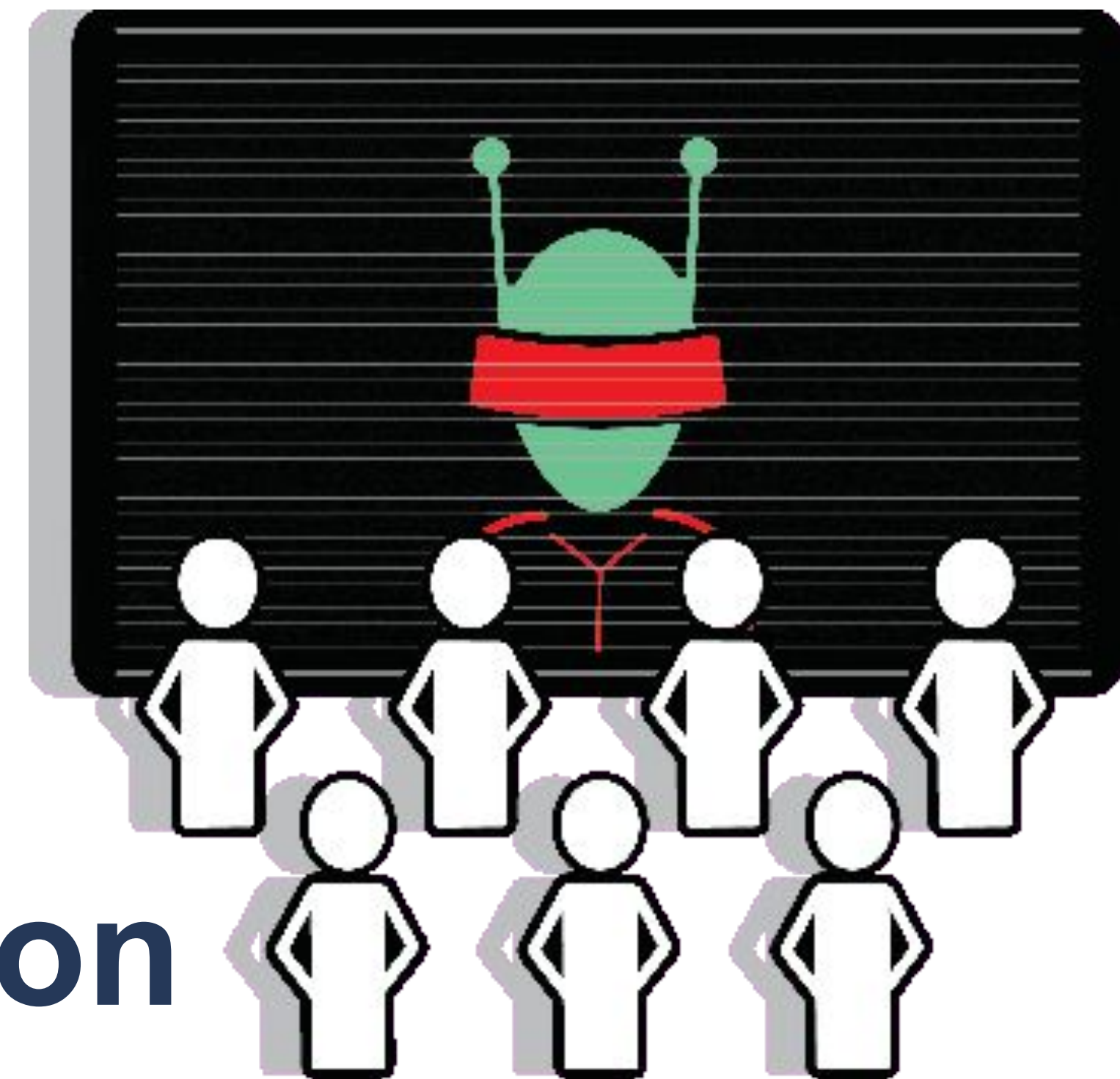
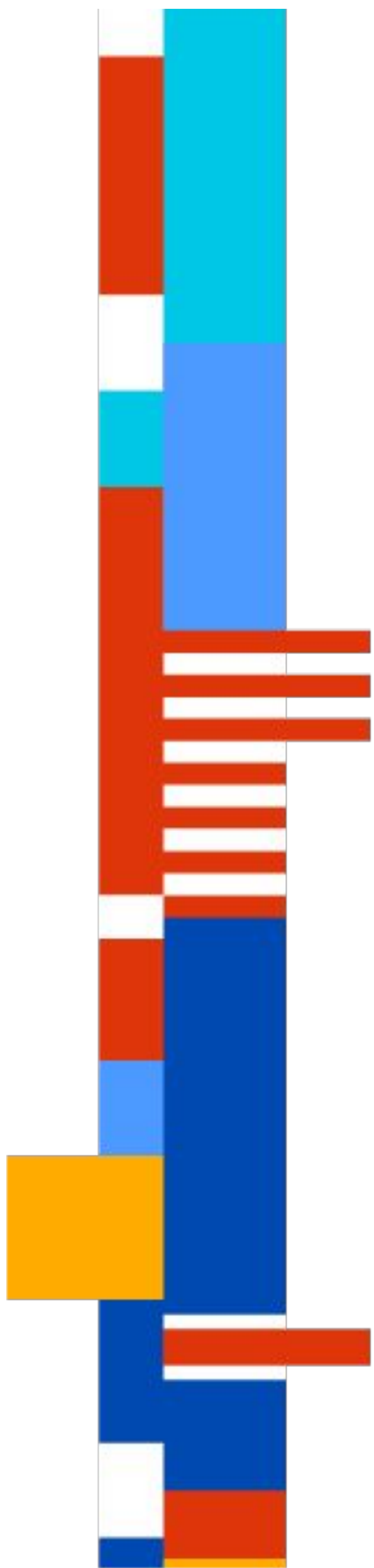
Raúl Peláez Mendoza

MrAddon

*Jira Admin in eDreams, consultant
and Jira teacher in Knowtech and
others.*

+5 years of experience in Atlassian products

+15 years of experience in Java



Introduction

Joseph Noott

MrAddon

Devops Web Developer

+2 years software engineer



Integration points in Jira

Jira Objects

Issues

Workflows

Listeners

Services

Webhook

WS REST

APP or Plugin

...





Integrations

In the Issue or Ticket





EXAMPLES IN ISSUE FORM:

*** Add a text template in the field “*Description*” depending of the IssueType and Project selected...**



EXAMPLE1 OF THE AUTOMATISM IN THE TICKET

Use

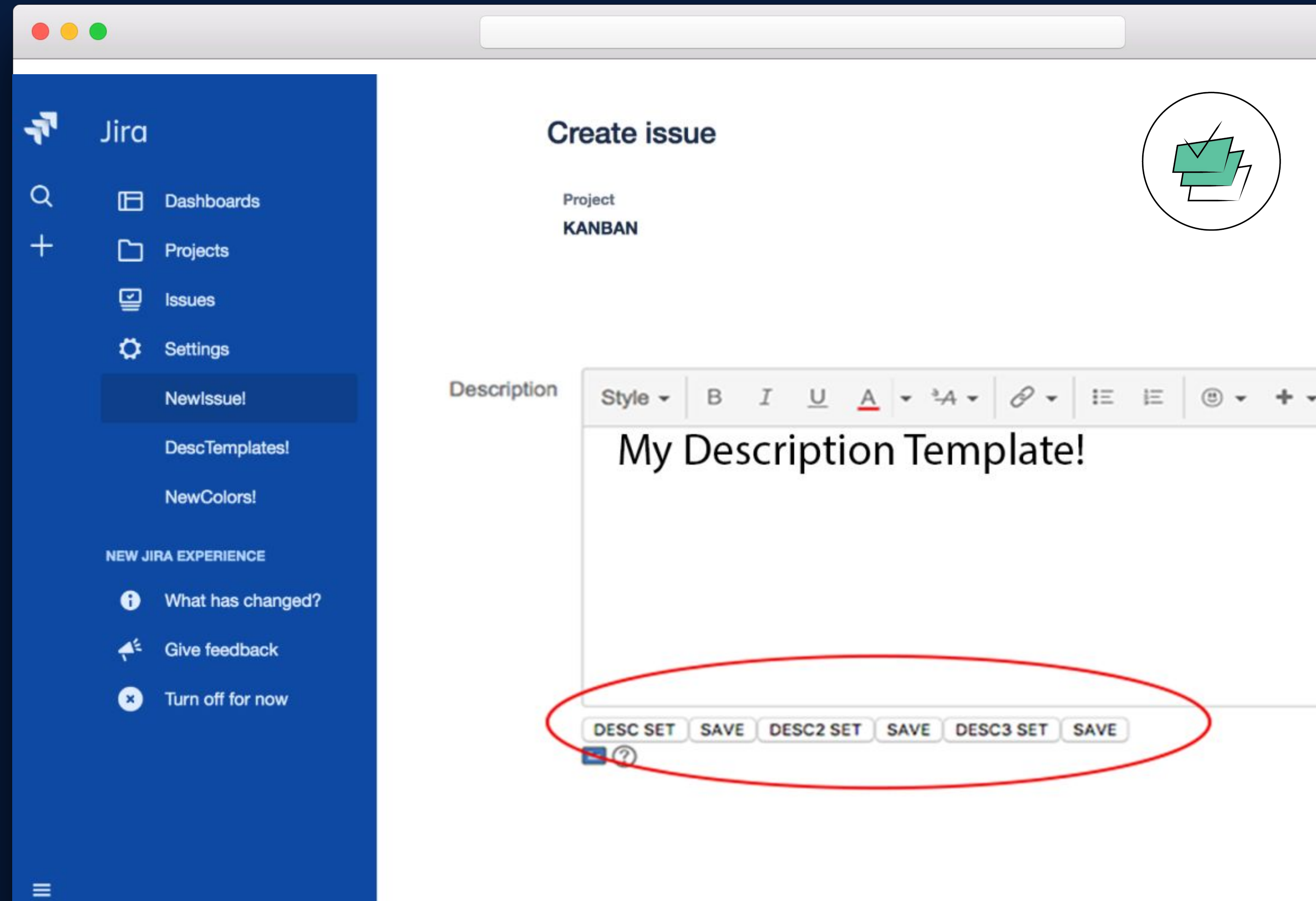
For example, we want to add default content in the Description field when a ticket is created in the project x with issuetype y.

How to do it?

For example using Scriptrunner (using a Behaviour)

Motive

The information in the description is useful for the Developer, but not for exploitation and analysis.





EXAMPLES IN ISSUE FORM:

*** Hide a mandatory field (and make it optional), by changing the value of a "Dropdown" custom field ...**



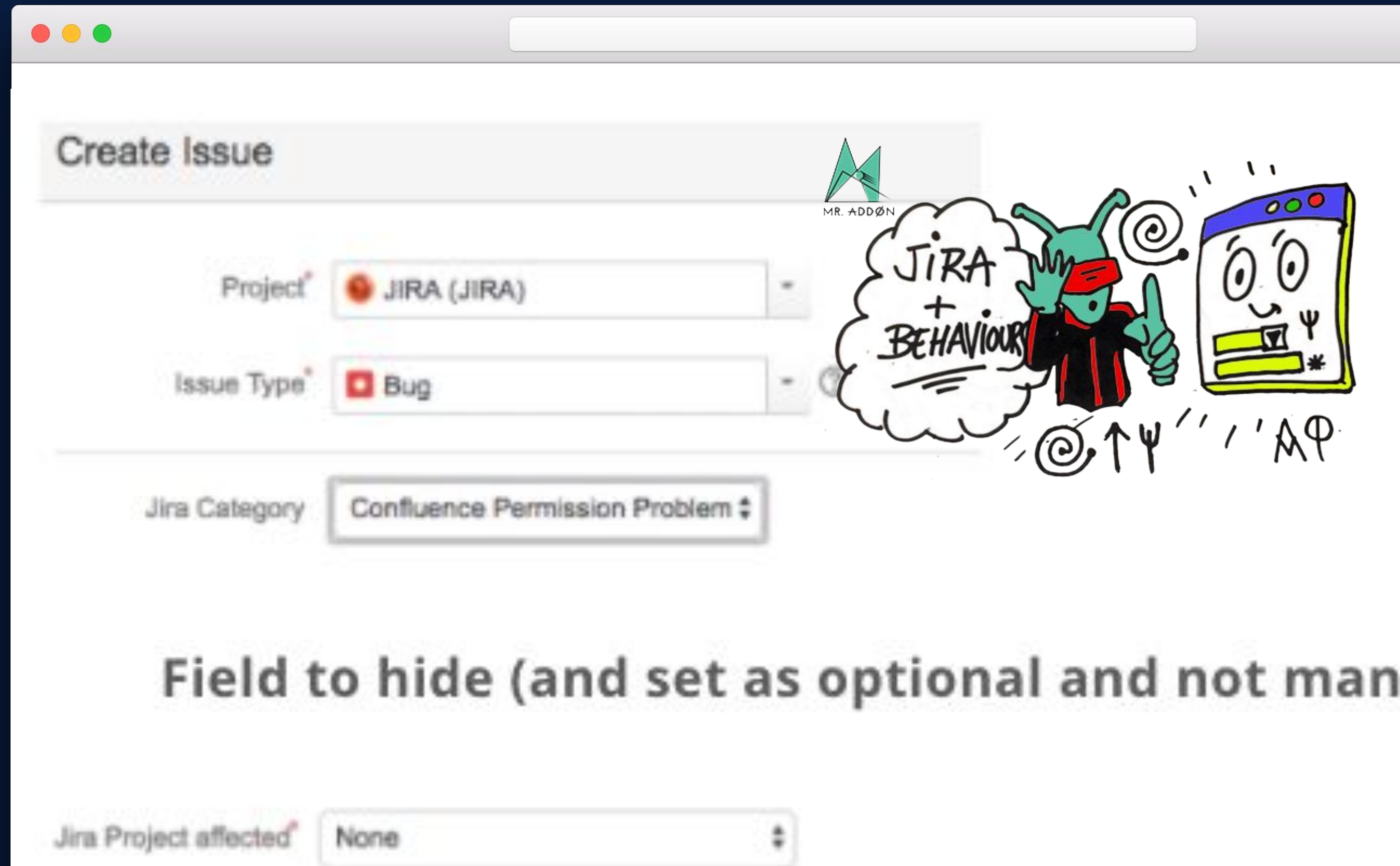
EXAMPLE2 OF THE AUTOMATISM IN THE TICKET

Use

For example, if I have chosen the "Confluence" category, hide the "Jira Project" field and make it optional (not mandatory).

How to do it?

For example with Scriptrunner (using a Behavior)



The screenshot shows the 'Create Issue' form in Jira. The 'Project' field is set to 'JIRA (JIRA)' and the 'Issue Type' is 'Bug'. The 'Jira Category' is 'Confluence Permission Problem'. The 'Jira Project affected' field is set to 'None'. A cartoon illustration of a robot with a red visor and a screen with a face is overlaid on the right side of the form. The robot is pointing at the 'Jira Category' field. The text 'JIRA + BEHAVIOUR' is written in a cloud next to the robot. The text 'MR. ADDON' is written above the robot. The text 'Field to hide (and set as optional and not man' is written below the 'Jira Project affected' field.

MR. ADDON

JIRA + BEHAVIOUR

Field to hide (and set as optional and not man



Integrations In the Workflows





EXAMPLE IN WORKFLOW:

*** Moving from "In Progress" to "Done" to send an email with a questionnaire to the Reporter ...**



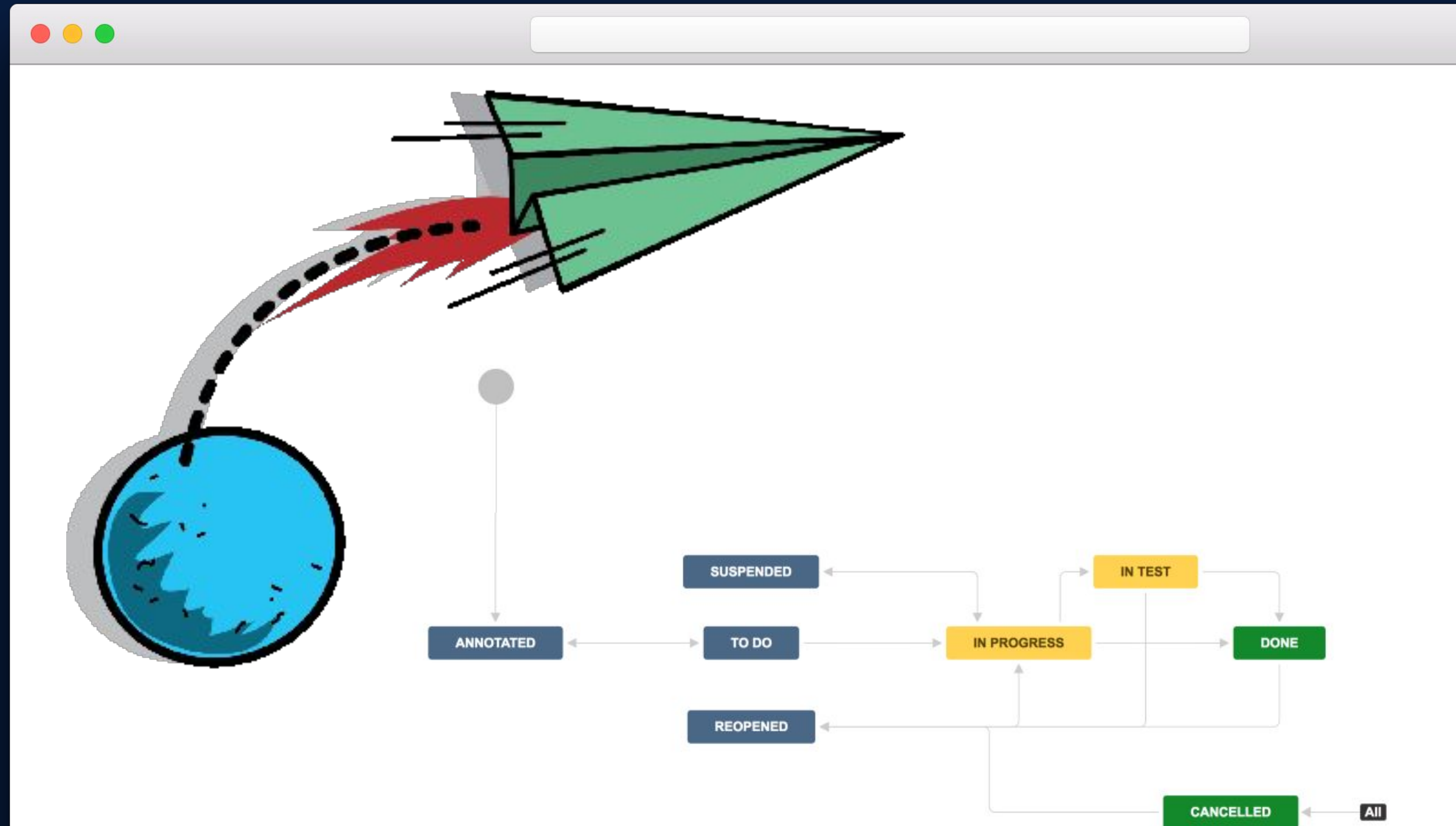
EXAMPLE 1 OF AUTOMATISM IN A WORKFLOW

Use

For example, we want to send a questionnaire to the user who creates the ticket to know their opinion

¿How to do it?

For example with Scriptrunner to send the Email with a PostFunction and put a link in the mail to a GoogleForm.





EXAMPLE IN WORKFLOW:

*** When moving from "To Do" to "In Progress" clone the ticket in another project ... or create a sub-task of type x...**



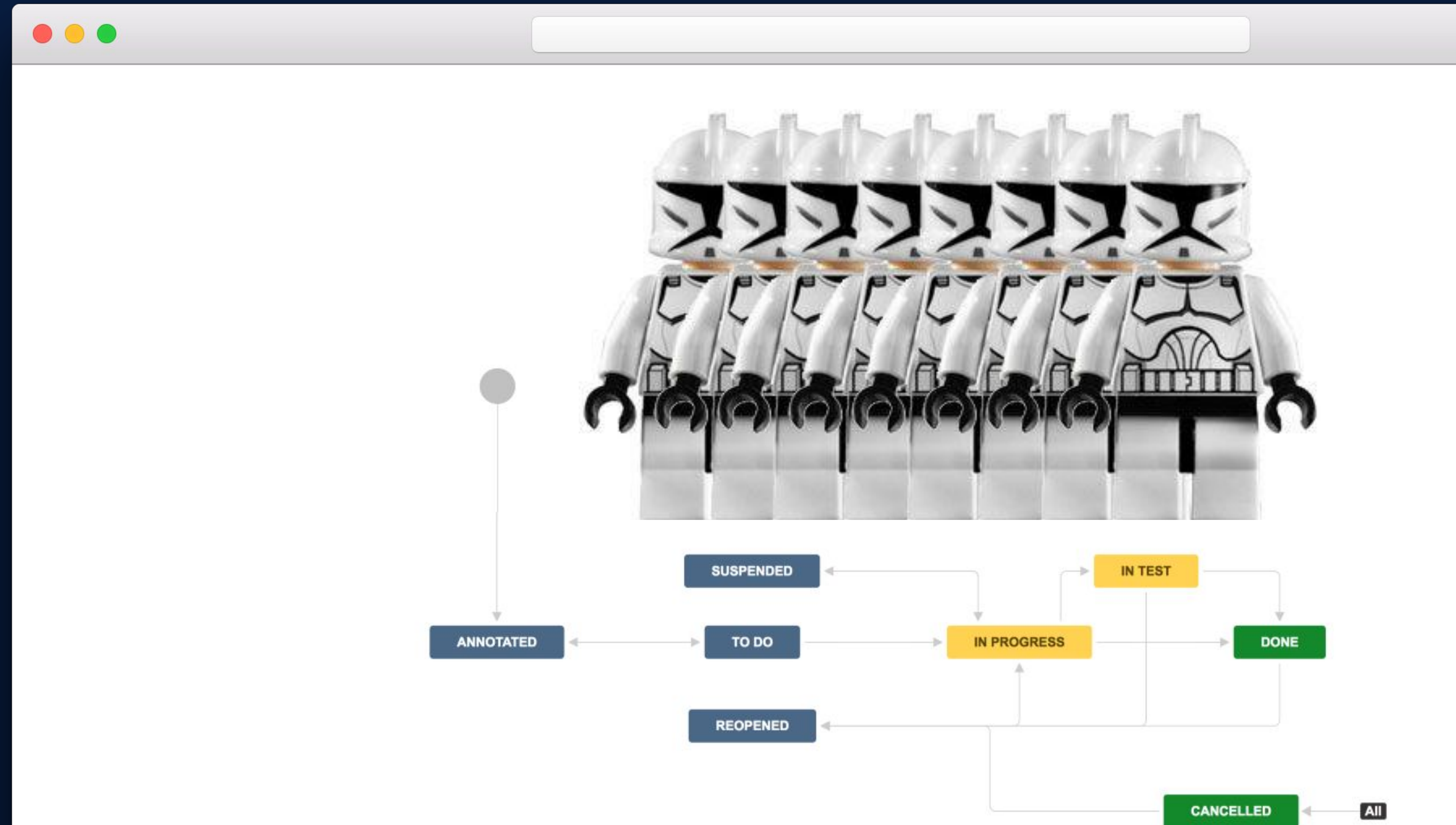
EXAMPLE 2 OF AUTOMATISM IN THE WORKFLOW

Use

For example, we want to clone a ticket by going from "To Do" to "In Progress" using a Postfunction in the Workflow

¿How to do it?

For example with Scriptrunner it can be cloned using a PostFunction.





Integrations

Using Listeners





EXAMPLE IN LISTENER:

*** When doing "Flag and Comment" transition the ticket to the status "Blocked in XX" or vice versa ...**



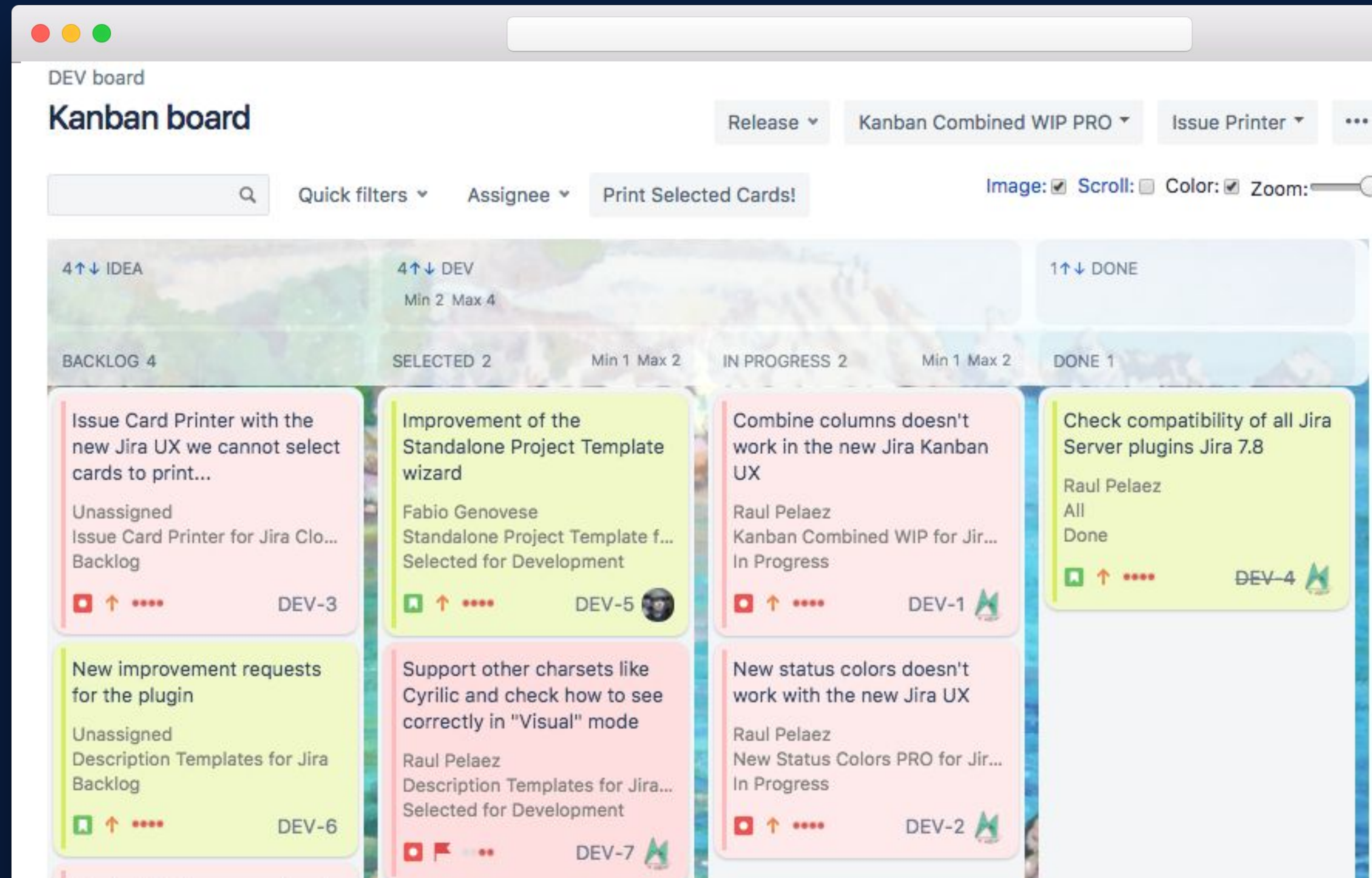
EXAMPLE 1 OF AUTOMATISM IN A LISTENER

Use

For example, when we want to "block" or "unblock" a ticket on a KANBAN board

¿How to do it?

For example with Scriptrunner you can create a Listener, or simply by programming an APP (and within a Listener) with the Atlassian SDK





EXAMPLE IN LISTENER:

*** When creating a ticket, depending on the type of ticket, or some value in a X field, assign automatically the ticket to a person...**





Integrations

Using Services





EXAMPLE OF SERVICE:

*** Send a custom mail to each user every first Monday of each month with the hours remaining to be assigned in Tempo ...**





EXAMPLE OF SERVICE:

*** Put a notice / comment of automatic closing of Tickets that carry X time of inactivity ...**





Integrations

Others...





REST API REQUESTS

WEBHOOKS



Your app

- Entity properties
- UI tools
- Issue fields

MODULES



Users




EXAMPLE CUSTOM REST:

*** Create a custom REST Endpoint within Jira to, for example, call it from a Ticket option.**




OTHERS: REST CUSTOM ENDPOINT INSIDE JIRA


 SERVICE DESK / SD-1

¿Qué estoy buscando?

[Edit](#) [Comment](#) [Assign](#) [More ▾](#) [Respond to customer](#) [In progress](#) [Workflow ▾](#) [Admin ▾](#)

Details

Type:  Solicitud de ayuda

Priority:  Highest

Component/s: None

Labels: None

[Log Work](#)

[Approve this issue](#)

[Log work](#)

[Add Expense](#)

[Plan Time](#)

[Start Tracker](#)

[View Worklogs](#)

Description

us: [\(View Workflow\)](#)

olution: Unresolved

WAITING FOR SUPP...

Custom web item
Creates a web item (a button or link) at the location you specify

Note
An optional note, used only for your reference.

What section should this go in
The section to place the item

Key
The key of the module

Menu text
Text of menu item

Weight
Placement of the item within its section

Condition
[Expand examples](#) [?](#) [→](#) [↶](#)
Under what circumstances should this link be displayed. Must be either a plain script or an implementation

Do what
What do you want to do when the item is clicked

Link
The relative URL to direct to. If external, include the scheme, eg http://google.com

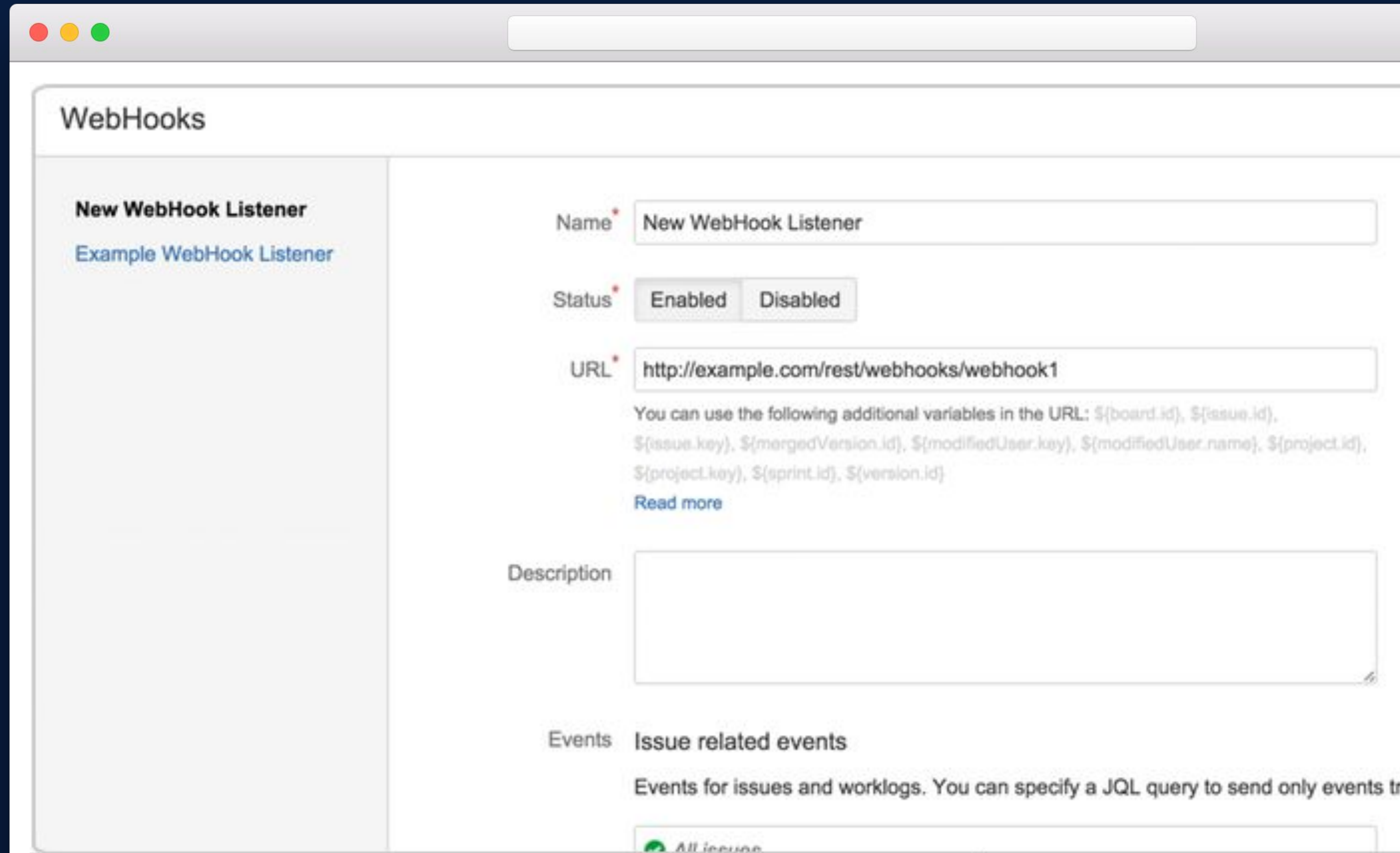


EXAMPLE WEBHOOK:

*** Create a WebHook to notify a Slack channel (of the company) that a ticket has been created in project X**



OTHERS: WEBHOOK



The screenshot shows the 'WebHooks' configuration page in Jira. On the left, there is a sidebar with two links: 'New WebHook Listener' and 'Example WebHook Listener'. The main area contains a form for creating a new listener. The 'Name' field is filled with 'New WebHook Listener'. The 'Status' is set to 'Enabled' with a toggle switch. The 'URL' field contains 'http://example.com/rest/webhooks/webhook1'. Below the URL, there is a list of variables that can be used in the URL, such as \${board.id}, \${issue.id}, etc. The 'Description' field is empty. The 'Events' section is set to 'Issue related events'.

WebHooks

New WebHook Listener
[Example WebHook Listener](#)

Name*

Status* ☒ Enabled ☐ Disabled

URL*
You can use the following additional variables in the URL: \${board.id}, \${issue.id},
\${issue.key}, \${mergedVersion.id}, \${modifiedUser.key}, \${modifiedUser.name}, \${project.id},
\${project.key}, \${sprint.id}, \${version.id}
[Read more](#)

Description

Events **Issue related events**
Events for issues and worklogs. You can specify a JQL query to send only events tr

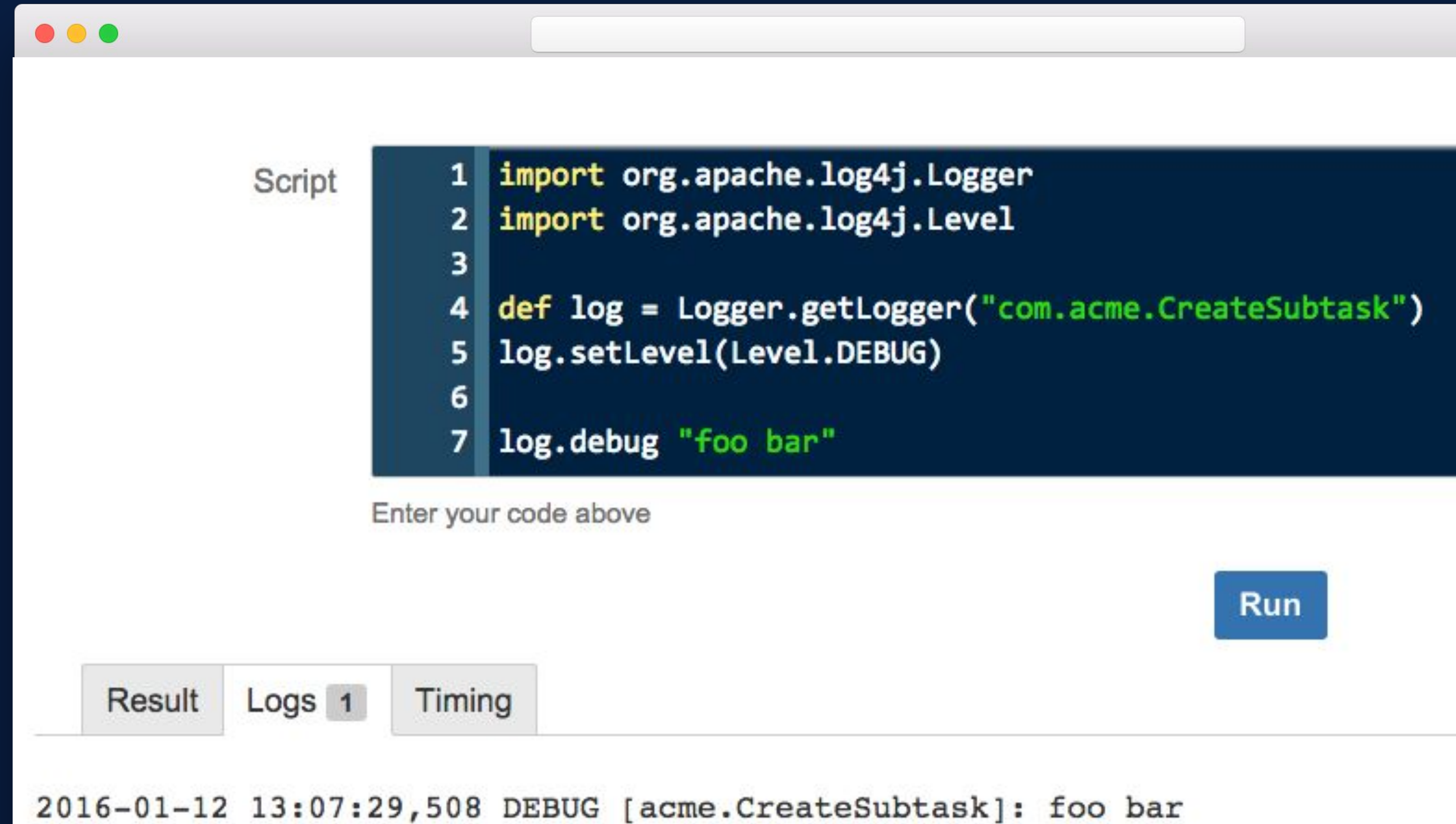


EXAMPLES “ONE-USE”:

- **Launch a Script to eliminate inactive Workflows ...**
- **Launch a Script to "re-index" the tickets of a filter ...**



OTHERS: SCRIPTS ONE-SINGLE USE...



The screenshot shows a web application window with a title bar. Inside, there's a 'Script' section with a code editor containing 7 lines of Python code. Below the editor is a 'Run' button. At the bottom, there are three tabs: 'Result', 'Logs 1', and 'Timing'. The 'Logs 1' tab is active, displaying a single log entry.

Script

```
1 import org.apache.log4j.Logger
2 import org.apache.log4j.Level
3
4 def log = Logger.getLogger("com.acme.CreateSubtask")
5 log.setLevel(Level.DEBUG)
6
7 log.debug "foo bar"
```

Enter your code above

Run

Result Logs 1 Timing

2016-01-12 13:07:29,508 DEBUG [acme.CreateSubtask]: foo bar

 **ATLASSIAN** User Groups

THANKS!

