

Jira Workflow 상태 변경시 이메일 발송하기

이 문서는 Jira에서 Workflow에서 상태 변경 시에 사용자 정의 이벤트로 인해 이메일을 발송하는 방법에 대해서 가이드 한다.

Overview

목적

- Issue Type에 따른 E-mail 통보를 다르게 설정하기 위한 설정
- Issue 생성 시점에서의 E-mail 통보

절차 요약

1. 사용자 정의 Event 생성 (⚠이메일 템플릿 지정 주의)
2. 생성된 event를 Project에 지정된 Notification scheme에 추가
3. Event 수신할 사용자/롤/그룹 등 수정
4. Workflow transition의 post-function에 Event 지정

Step-by-step guide

1. 관리자 계정 로그인 >> System >> Events >> Add New Event 에서 아래와 같이 옵션 선택 Add

- ⚠Template: event가 발생할 때 발송될 메일의 형식 정의

* issue create에 대한 사용자 정의 event라면: Template 란에서 “Issue Created” 선택

* 일반적인 transition을 위한 사용자 정의 event 라면: Template 란에서 “Generic” 선택

2. Notification scheme 수정
프로젝트에 적용된 notification scheme에 event 반영

Project 선택 >> Project settings >> Notifications >> Actions: Edit notifications 클릭

3. Event를 수신할 사용자 정보 설정
 - Project role을 사용하면 notification scheme 재활용을 높일 수 있음
 - Events에서 Created 와 동일한 유저 정보 확인 후 추가한 Event 선택 >> Add

- 이슈 생성시 발송되는 유저 정보 확인
- 생성된 **Event 이름 확인** >> Add

Generic Event (System)	<ul style="list-style-type: none"> Current Assignee (Delete) Reporter (Delete) All Watchers (Delete) 	Add
Issue Type - Regular		Add

위 확인한 “Current Assignee”, “Reporter”, “All Watchers” 그리고, 별도로 메일 발송하고자 하는 유저 추가

Add Notification

Notification Scheme: **Default Notification Scheme**

Please select the type of Notification you wish to add to scheme:

Events: Work Logged On Issue, Work Started On Issue, Work Stopped On Issue, Issue Worklog Updated, Issue Worklog Deleted, Generic Event, **Issue Type - Regular**

(Select the notifications that you want to assign)

☐ Current Assignee
☐ Reporter
☐ Current User
☐ Project Lead
☐ Component Lead
☒ Single User
☐ Group
☐ Project Role
☐ Single Email Address
☐ All Watchers
☐ User Custom Field Value
☐ Group Custom Field Value

admin

Start typing to get a list of possible matches.

Choose a group

Choose a project role

Notifications will be sent **only** for public issues. Public issues are issues which have a Permission scheme that gives the 'Browse Projects' permission to 'Anyone'(any non-logged-in users).

Choose a custom field

Choose a custom field

[Add](#) [Cancel](#)

- 생성 완료되면 다음과 같은 화면을 볼 수 있음

Issue Type - Regular	<ul style="list-style-type: none"> Reporter (Delete) Current Assignee (Delete) All Watchers (Delete) Single User (admin) (Delete)
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4. Project 선택 >> Project settings >> Workflow >> Edit

IT Service Desk

Queues, Customers, Reports, Raise a request, Customer channels, Invite team, Welcome guide

PROJECT SHORTCUTS

Add a link to useful information for your whole team to see.

+ Add link

Project settings

Summary, Details, Re-index project, Delete project, Request types, Request security, Portal settings, Satisfaction settings, Email requests, Knowledge base, SLAs, Automation

Issue types: Change, Incident, Problem, Service Request

Workflows

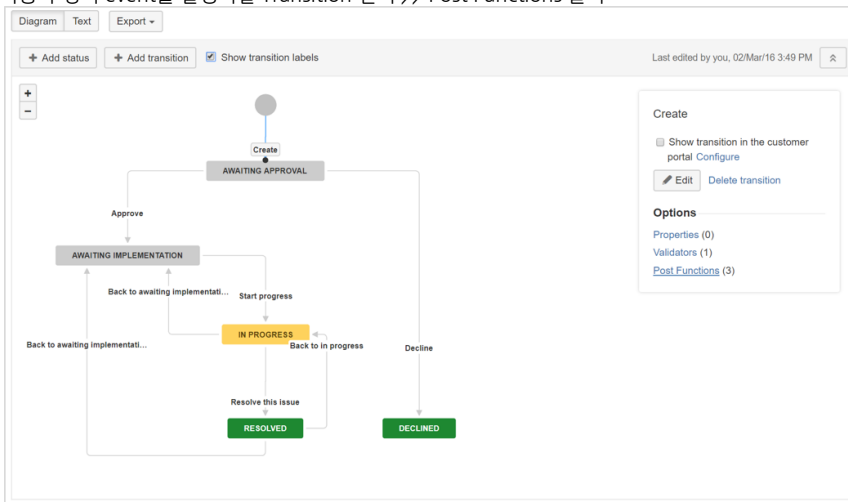
Workflows

JIRA Service Desk IT Support Workflow Scheme generated for Project ISD

Add Workflow + Switch Scheme

Workflow	Issue Types	Actions
JIRA Service Desk Change Management Workflow generated for Project ISD (View as text / diagram)	Change (Assign)	Edit
JIRA Service Desk IT Support Workflow generated for Project ISD (View as text / diagram)	Incident, Service Request (Assign)	Edit
JIRA Service Desk Problem Management Workflow generated for Project ISD (View as text / diagram)	Problem (Assign)	Edit

5. 사용자 정의 event를 발생시킬 Transition 선택 >> Post Functions 클릭

6. Fire a ~ event 의 우측 편집 아이콘 클릭
예: Fire a **Issue Created**.. 우측 편집 아이콘 클릭

You are editing a draft workflow. [Publish Draft](#) [Discard Draft](#) [View original](#)

Workflows / JIRA Service Desk Change Management Workflow generated for Project ISD (Draft) [Edit](#) [View Properties](#) ⓘ

Transition: Create

—●— Create —> AWAITING APPROVAL

This is the **initial** transition in the workflow.

Screen: None - initial transition does not have a view.

[Validators](#) ⓘ [Post Functions](#) ⓘ

The following will be processed after the transition occurs [Add post function](#)

- Creates the issue originally.
- Re-index an issue to keep indexes in sync with the database.
- Fire a **Issue Created** event that can be processed by the listeners.

7. 생성했던 사용자 정의 event 선택

Event : Issue Created >> 신규 생성한 Event 타입 선택 >> Update

Update parameters of the Fire Event Function for this transition.

Update parameters of the Fire Event Function for this transition.

Event: **Issue Type - Regular** ▼
The event to fire.

[Update](#) [Cancel](#)

8. Workflow 반영

Publish Draft로 변경 사항 적용

You are editing a draft workflow. [Publish Draft](#) [Discard Draft](#) [View original](#)

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