

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**
 - admin
 - Start typing to get a list of possible matches.
 - Choose a group
 - Choose a project role
- Group
- Project Role
- Single Email Address
- All Watchers
- User Custom Field Value
- Group Custom Field Value

Choose a custom field

Choose a custom field

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).

[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

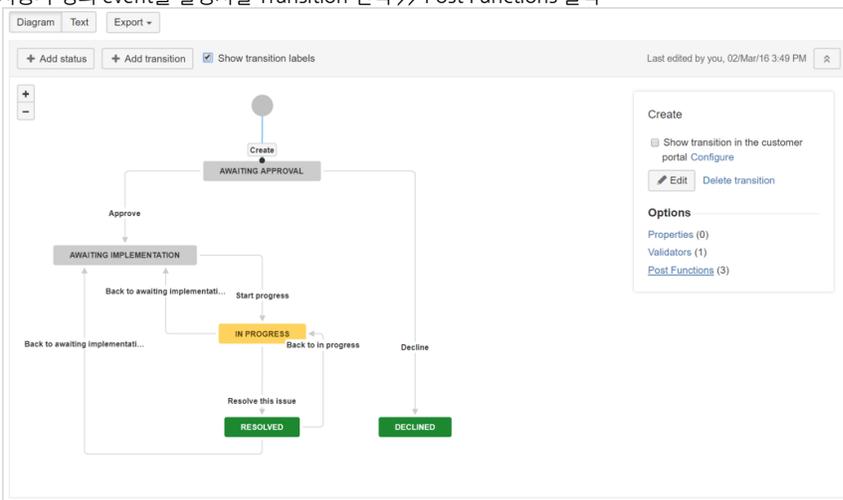
Workflows

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 (Assign) 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

The screenshot shows the configuration page for the 'Create' transition. It includes a warning banner, navigation links, and a diagram of the transition. Below the diagram, it states 'This is the initial transition in the workflow.' and 'Screen: None - initial transition does not have a view.' There are buttons for 'Validators' and 'Post Functions'. The 'Post Functions' section is expanded, showing a list of actions to be processed after the transition occurs:

- 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

The dialog box is titled 'Update parameters of the Fire Event Function for this transition.' It contains a dropdown menu for 'Event' which is currently set to 'Issue Type - Regular'. Below the dropdown, it says 'The event to fire.' At the bottom of the dialog are 'Update' and 'Cancel' buttons.

8. Workflow 반영

Publish Draft로 변경 사항 적용

This screenshot is identical to the one in step 6, showing the configuration page for the 'Create' transition with the 'Post Functions' section expanded to show the list of actions.

