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 (스이메일 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

- I 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

ADVANCED	Add New Event	
Attachments	Add a new event with a description	n and a default email template.
Events	Name I	ssue Type - Regular
Analytics	Description	
WebHooks	Template	Issue Created
Listeners		elect the default email template for this event.
Services		Add
Plugin Data Storage		
LexoRank management		

2. Notification scheme 수정 프로젝트에 적용된 notification scheme에 event 반영

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

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Welcome guide	Portal settings	Events	Notifications				
PROJECT SHORTCUTS Add a link to useful information for	Satisfaction settings Email requests Knowledge base	Issue Created	All Watchers Current Assignee Reporter				
 + Add link 	SLAs Automation	Issue Updated	All Watchers Current Assignee Reporter				
	- Change - Incident	Issue Assigned	All Watchers Current Assignee Reporter				
	Problem Service Request	Issue Resolved	All Watchers Current Assignee Reporter				
	Screens Fields	Issue Closed	All Watchers Current Assignee Reporter				
	Versions Components	Issue Commented	All Watchers Current Assignee Reporter				
	Permissions Issue Security	Issue Comment Edited	All Watchers Current Assignee Reporter				
	Notifications	Issue Comment Deleted					
	HipChat integration	Issue Reopened	All Watchers				

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

Problem Service R

Generic Event (System)	Current Assignee (Delete) Reporter (Delete) All Watchers (Delete)	Add
Issue Type - Regular		Add

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Diagram Text Export -+ Add status + Add transition Show transition labels Last edited by you, 02/Mar/16 3:49 PM + Create Show transition in the customer portal Configure Edit Delete transition Options Properties (0) Validators (1) AWAITING IMPLEMENTATION Post Functions (3) Back to a Start progress Back to in progress Resolve this issue 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 Δ Workflows / JIRA Service Desk Change Management Workflow generated for Project ISD (Draft) Edit View Properties ⑦ Transition: Create AWAITING APPROVAL Create This is the initial transition in the workflow. Screen: None - initial transition does not have a view. Validators 1 Post Functions 3 Add post function The following will be processed after the transition occurs 1. Creates the issue originally. 2. Re-index an issue to keep indexes in sync with the database. 3. Fire a Issue Created event that can be processed by the listeners.

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

7. 생성했던 사용자 정의 event 선택

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

Update parameters of the Fire Event Fu	nction 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 Dra	aft View original		
Workflows / JIRA Service Desk Change Management Workflow gener Transition: Create	ated for Project ISD (Draft)	Edit	View Properties
0	Create	> AVAILTING APPROVAL	
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The following will be processed after the transition occurs			Add post function
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2. Re-index an issue to keep indexes in sync with the database.			
3. Fire a Issue Type - Regular event that can be processed by the	listeners.		