Getting started with Raley Notifications server

Raley Notifications is a JIRA AddOn that is running on your server and does three things in general:

1) Listens to events in JIRA and reacts on them by invoking matching notifications

2) Produces digested messages

3) Prepares canned messages

What is a *notification*?

Notification is a rule that you as AddOn user will specify. It consists of 3 parts:

1) **Condition** - when an event is fired by JIRA our AddOn will evaluate the condition to see which notifications (if any) should be run.

Example: High priority issue in project ABC is publicly commented

2) **Message Template** - is a template used by AddOn to produce a custom message based on static text and dynamic data retrieved from the issue that fired the event

3) **Destination** - is a static or dynamic address the produced message will be sent to.

Example: user@company.com, slack channel #channelabc or HipChat room

What are *digested messages*?

If you use a standard JIRA / ServiceDesk notification system then you will receive an email notification every time when something happened to an issue. This might be neither convenient, nor practical to follow, because the number of emails receive can be very large. Moreover, most of those emails are simply ignored.

Raley Notifications resolves this problem by collecting all of the changes to a group of issues into a periodical digest and sends them as a single email.

Example: - issues commented during last day with comments

>   *- high priority issues with approaching deadline per assignee*

>   *- issues that haven't had any action for N days*

You as add-on user can define what kind of digests and how often you or your team will receive.

What are *canned messages*?

Canned messages are similar to canned responses found in GMail and other popular email providers. You define a message template and Raley will present it on JIRA issue detail view screen.

Users of your system will be able to send a message that is created from your template and JIRA issue data right from the issue detail screen.

And of course, they can amend or customise the message and recipients before sending it out.