

Issue PDF snapshots

Issue PDF snapshots is a PDF document which is generated from 2 inputs:

1. Jira or JSM issue(s)
2. DOCX or ODT template file

As a Raley user, you give us a [template file with placeholders](#) in Velocity format, like those:

- `$issue.fields.summary`
- `$issueLink`
- `$issue.fields.customfield_12345`
- etc...

and we will pick up your Jira ticket, resolve the values specified by the placeholders and merge them into your template file. After that, we'll generate a beautiful PDF document which you can either send

via notification and/or attach to a Jira ticket as regular attachment.

How to prepare a template file?

Please see [this article](#) which explains in details how to make your own template file.

How do I trigger the generation of issue PDF snapshot?

There're two ways you can trigger snapshot generation:

1. Create a new Configuration of type Jira issues snapshot like this:

Name*

Enabled*
You can temporary disable this configuration if necessary

Audit enabled
When audit is enabled, each message sent with this configuration is saved as a comment to related Jira issue

Configuration type*

Fired on* for timezone Europe/Tallinn Next run: 20-02-2024 15:00:00

2. Use another type of Configuration, like Jira issue event or Jira Service Management request event and trigger the snapshot generation using a [helper function](#)

We recommend the first approach if you need to generate snapshots on a scheduled basis, say, once a week. It is also very easy to set up.

The second approach is for more advanced users and require more configuration. However, it allows you to:

- Trigger generation of a snapshot from any issue conditionally
- Make a conditional decision in run-time on what to do with the generated issue snapshots.

By *conditional* here we mean that you can write a Velocity `#if #elseif..` condition which will evaluate based on the data from current issue.

What can I do with the generated issue PDF snapshot?

The snapshots can be:

- Sent as attachment with your notification
- Attached to a Jira issue as a regular Jira attachment file

If you configure your snapshot generation using configuration type **Jira issues snapshot** then you'll be presented with the following options:

Configuration type*

Fired on* for timezone Europe/Tallinn Next run: 20-02-2024 15:00:00
 When checked a notification will be sent even if the JQL returns no results
You can use www.cronmaker.com to generate your cron expressions easier

JQL Rule

Additional JQL criteria the issue(s) must match. Mandatory with Jira issues digested messaging and Jira issues scheduled export)

Export template*

Attach To Issue
Attaches export file to a Jira issue. This applies only for a JQL Rule returning single Jira issue

Attach To Message
Attaches export file to Email/Slack notification

Attach to Issue: attaches the generated PDF snapshot to the issue. Note, that this will only work if your JQL rule will return exactly 1 issue.

Attach to Message: adds the generated PDF snapshot as Email/Slack attachment