Features of Raley Email Notifications - cloud

Notifying on JIRA events

Raley can listen to the following events in your JIRA and react on them:

- Issue:
  - created
  - updated
  - assigned
  - workflow status changed
  - comment added
  - comment updated
  - unassigned
  - resolved
  - reopened
  - closed
  - deleted
- Project
  - Created
  - Updated
  - Deleted
- Version
  - Created
  - Updated
  - Released
  - Unreleased
  - Merged
  - Moved
  - Deleted

Notifying on Jira Service Desk events

Listening and notifying based on the following Jira ServiceDesk-specific events:

- Request commented internally
- Request commented publicly
- Request commented internally or publicly

Notify on workflow transition

Our AddOn supports JIRA issue status change notification allowing you to define one or multiple **start** and **end** status(-es). When transition from A to B is happening, Raley will notify users of your choice.

Full control on triggering notifications

Notifications are configured per project, issue type(s), and event. Digested messaging is using JQL conditions to cherry-pick the issues your team is interested in. You can define your own custom condition based, for example, on data in Jira issue, who is commenting on the ticket or the new value in the custom field or value from an Asset field.

Digested notifications

Produces aggregation of changes, comments and work-log entries per JIRA issue for given period of time. You can specify a time intervals like once per day, once per hour, once per week on specific days etc. One of the most typical digests is notifying assignees about their tasks due in the past

Canned notifications

Allows you to predefine a notification that will be available in issue detail view for specific project and issue type(s). Your Jira user would click on Raley Emails Notifications glance, pick up the right template and send the email.

Notify both internal and external users

You can notify:

- Reporter
- Assignee
- Issue watchers
- Mentioned users
- all users in Jira group

- all users in particular ServiceDesk
- all users in particular project's organizations
- project lead
- component lead
- service desk participants
- request approvers
- organisations.
- Any address which is backed by JIRA field of type "user". Besides that, you can specify JIRA field of "text" type to retrieve addresses from.

Raley can send notifications to ANY email address or Slack channel.

Email Recipients

You can send notifications using TO, CC or BCC email options

Fully customisable content and design of the message

AddOn users have complete freedom in defining content, layout and styling of the message. You can apply any HTML constructs to make your email truly custom and fitting your corporate style guidelines. To simplify the templating you can use our Template Wizard.

Support for inline attachments

Raley transparently handles images added as inline attachments to JIRA or ServiceDesk comments, so that email recipients will see them embedded in email

Send issue attachments

Raley notification can send JIRA issue attachments via email or Slack message.

Approve and Decline tickets via email

Add Approve and Decline buttons to your notification on **Service Request with Approvals** ticket. Approvals would be able to approve or decline the request simply by pressing a button in the email. More information about this feature you can find here

Audit

Raley Notification can store all copies of the notifications sent out for later audit in issue comments.

Dynamic resolution of recipients addresses

Notification recipients can be configured dynamically. This applies to email addresses. You can either choose JIRA fields that contain addresses or use Velocity template to implement your own conditional logic for defining who should receive the message based on the data in current issue.