

# Lesson 2: Notifying customer when a comment is added

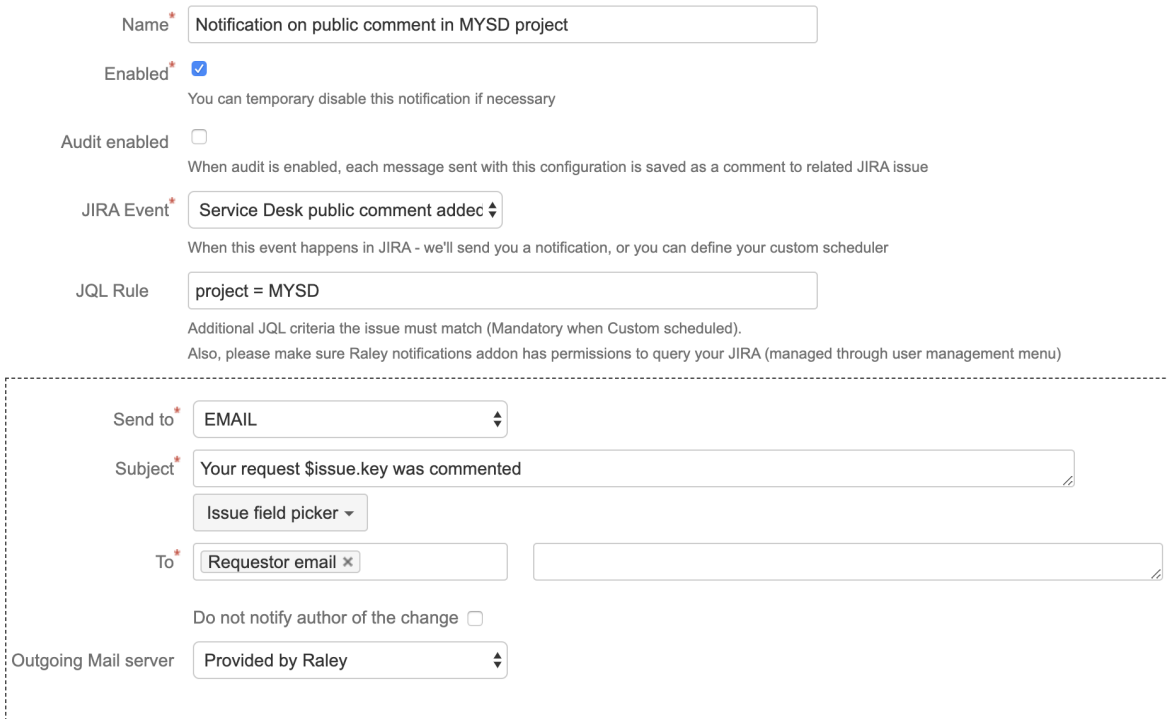
**Problem:** You're collecting customer requests into Jira ServiceDesk project. When a SD agent is commenting on a request a customer should be notified via email.

**Background:** We assume that customer email is stored in a Jira custom field. Customer should only see agent's public comments and the comments may contain attachments (graphics, PDF etc). Those attachments should be sent to email as well.

**Solution:**

1) Create a new notification of type **Service Desk - public comment added** as shown on the screenshot below. Add a JQL rule: **project = YOUR\_JSD\_PROJECT\_KEY** to limit this notification only to the relevant project.

## Notification configuration



The screenshot shows the Jira notification configuration interface. It includes fields for Name, Enabled, Audit enabled, JIRA Event, JQL Rule, Send to, Subject, To, Do not notify author of the change, and Outgoing Mail server. The configuration is for a notification named "Notification on public comment in MYSD project" which is enabled. The JIRA Event is "Service Desk public comment added" and the JQL Rule is "project = MYSD". The Send to method is "EMAIL", the Subject is "Your request \$issue.key was commented", and the To field is "Requestor email". The Outgoing Mail server is "Provided by Raley".

Name\* Notification on public comment in MYSD project

Enabled\* ☒ You can temporary disable this notification if necessary

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

JIRA Event\* Service Desk public comment added When this event happens in JIRA - we'll send you a notification, or you can define your custom scheduler

JQL Rule project = MYSD Additional JQL criteria the issue must match (Mandatory when Custom scheduled). Also, please make sure Raley notifications add-on has permissions to query your JIRA (managed through user management menu)

Send to\* EMAIL

Subject\* Your request \$issue.key was commented

Issue field picker

To\* Requestor email

Do not notify author of the change ☐

Outgoing Mail server Provided by Raley

**NB!** Do not use **ORDER BY** clause in JQL Rule, as this will result in invalid JQL when matched against an issue, and as such, will be treated as non-matching JQL to a specific issue.

2) Provide Subject as shown above and choose the Jira custom field in **TO** section that stores your customer's email.

3) Using **Template wizard** generate a template by choosing:

- **Details** on first page
- **HTML** on the second page
- Fields **Comment - Added**, **Comment attachment** as shown on the screenshot below. For a better demonstration, we've also added standard field **Assignee Name** and custom field **SLA impact**

Template Wizard

Choose Layout

HTML or Plain

Choose Fields

Final Review

Issue field picker

Field Names

Comment - Added

Comment attachments

Assignee -> Name

SLA impact

Click "Next" and then "Copy & Close" on the last page of Template Wizard

4) Paste the generated code into your Notification template

Congratulations! You've just configured the second notification with Raley.