

Raley Emails Notifications - Cloud vs Server features

This pages provides you with a comparison of features available in Cloud and Server (including DC) versions of Raley Emails Notifications.

Raley supports the following Jira/JSM events either as Java events in Server/DC version or via Connect webhook:

Event	Cloud	Server	Remarks
Issue created	yes	yes	
Issue updated	yes	yes	
Issue assigned	yes	yes	
Issue workflow status changed	yes	yes	
Jira comment added	yes	yes	
Jira comment updated	yes	yes	
Jira comment deleted	no	yes	
Issue unassigned	yes	no	
Issue resolved	yes	yes	
Issue reopened	yes	yes	
Issue closed	yes	yes	
Issue deleted	yes	yes	
Issue work started	no	yes	
Issue work stopped	no	yes	
Issue worklog added	no	yes	
Issue worklog edited	no	yes	
Issue worklog deleted	no	yes	
JSM public comment added	yes	yes	
JSM private comment added	yes	yes	
JSM any comment added	yes	yes	
Project created	yes	yes	
Project updated	yes	yes	
Project deleted	yes	yes	
Version created	yes	yes	
Version updated	yes	yes	
Version deleted	yes	yes	
Version released	yes	yes	
Version unreleased	yes	yes	
Version merged	yes	yes	
Version moved	yes	yes	

and here were compare features of Cloud vs Server:

Feature	Cloud	Server	Remarks
Ability to specify from and to statuses for issue workflow transition configuration	yes	yes	
JQL based event matching	yes	yes	
Issue-data-based event matching	yes	yes	

Digested (scheduled) notifications	yes	yes	
Canned notifications from issue detail view	yes	yes	
Email notifications	yes	yes	
Slack notifications	yes	yes	
HipChat notifications	no	yes	
Email TO/CC/BCC	yes	yes	
Custom outgoing SMTP server	yes	yes	
Inline attachments	yes	yes	
Regular attachments	yes	yes	
JSM notifications with Approve/Decline buttons	yes	no	
Sent notifications audit	yes	yes	In cloud Raley stores audit information as private issue comments, whereas in server version of Raley we store it under <i>Audit</i> tab in issue view
Dynamic resolution of recipient address	yes	yes	
Fully customise-able content of email message	yes	yes	Note that in cloud version we do not support all HTML tags for XSS security reasons
Template wizard	yes	no	
Notifying external emails	yes	yes	
Notifying reporter	yes	yes	
Notifying assignee	yes	yes	
Notifying issue watchers	yes	yes	
Notifying mentioned users	yes	yes	
Notifying users in particular Jira group	yes	yes	
Notifying all customers in particular service desk	yes	no	
Notifying all customers in particular project organizations	yes	no	
Notifying project lead	yes	yes	
Notifying component lead	yes	yes	
Notifying service desk participants	yes	yes	
Notifying request approvers	yes	yes	
Notifying organisations	yes	yes	
Customisation of notification depending on user's locale	no	yes	
Ability to specify user's avatar in email	no	yes	
Ability to customise a notification depending on whether specific user has a specific role in given project	no	yes	
Notifying project roles	no	yes	
Customisation of email from address	yes	yes	This feature might not work if your SMTP server is not supporting it
Customisation of email from name value	yes	yes	This feature might not work if your SMTP server is not supporting it
Custom email REPLY-TO	no	yes	
Custom email priority header	no	yes	
Custom email header	no	yes	
Showing a value from Deviniti Bundled fields	no	yes	
Showing a value from Elements field	no	yes	

