

Sending custom Jira Issue Collector notifications - server

IssueCollector (<https://confluence.atlassian.com/adminjiraserver071/using-the-issue-collector-802592637.html>) is a nice tool to create Jira tickets without having to log-in to the system. It is especially good for collecting customer's feedback or support requests.

Issues created by JIRA Issue Collector, have their reporter name and email in a not very convenient to read way. Raley pre-parses this for you into a more structured way and allows to access it easily in a template. There are 2 fields you can access: reporter and email and both of them are in Description of an issue.

Here's how you access them in your Velocity:

Field	Template
Reporter name	<code>\$issue.issueCollector.reporter</code>
Reporter email	<code>\$issue.issueCollector.email</code>

And here's an example of notification configuration that uses data supplied by issue collector:

Notification details

Title*
Give your notification a name

Enabled ☒
You can disable your configuration temporarily if needed

Audit enabled ☐
When checked, Raley will log every sent message under issue's activity tab: Raley Audit

Notification type*

JIRA issue event

Project*

FFF - FFF ×

Issue type*

Any ×

Event*

Issue created

JQL filter
Additional JQL criteria the issue(s) must match.

Run as
Jira username that will run this JQL filter

Send via*

EMAIL

TO

Assignee ×

Notify author

Don't notify

CC

Project lead ×

BCC

Choose JIRA fields

Send as

Single Email

Subject*

Created new issue via issue collector - \$issue.key

MIME type

Multipart text/html

Outgoing email server

Jira outgoing email server

And the Message template could be as simple as this:

```
<pre>
Hi there,

A new issue is created $issue.key in project $issue.fields.project.name by $issue.fields.creator.displayName

$jirassimo.includeAttachments( "" )

Best,
Raley
</pre>
```

Note, that on line 6 we are instructing Raley to add all attachments from the created issue to the email being sent. More information about attachments in Raley is available [here](#)

If you need to send a notification to the reporter of the issue, just use the following statement in the **TO** field for notification recipients:

Send via*	EMAIL	▼
TO	Choose JIRA fields	▼
	\$issue.issueCollector.email	
Notify author	Don't notify	▼