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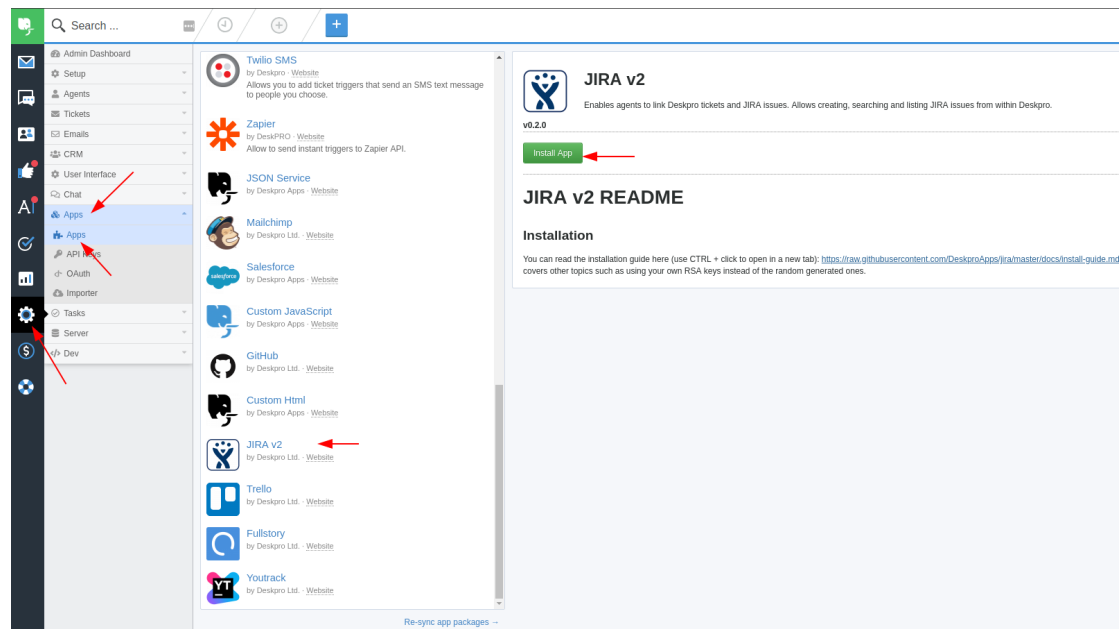
# How can I automatically change the ticket status when a comment is added in Jira?

Grace Howlett - 2022-04-05 - [Comments \(0\)](#) - [Deskpro Apps](#)

The steps in this article uses the Beta Jira app and the Cloud version of Jira, however the same should apply for the On-Premise version of Jira too. Throughout this guide, we will create a webhook that will change the status of a Deskpro ticket to 'Awaiting Agent' whenever a comment is added in Jira to one of its linked tickets.

## 1) Install the Jira App

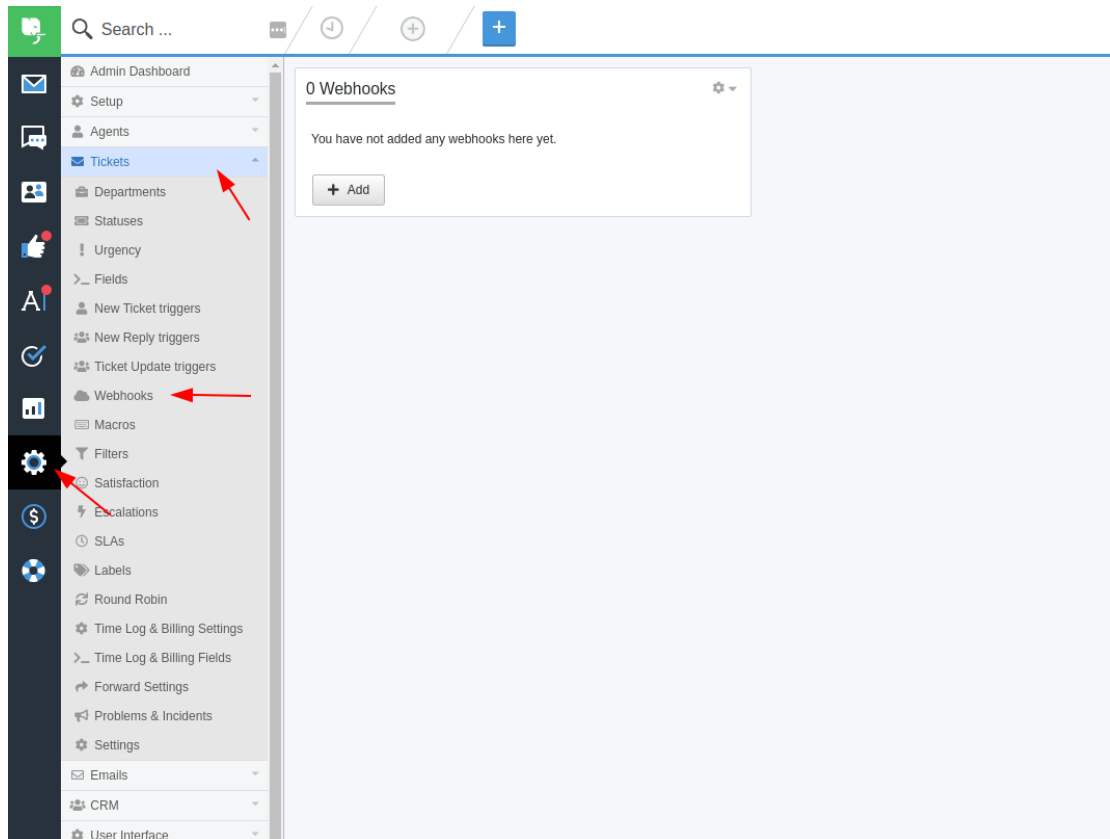
Go to **Admin > Apps > Apps**. From the list of apps, locate the Jira v2 entry and click on it to start the installer.



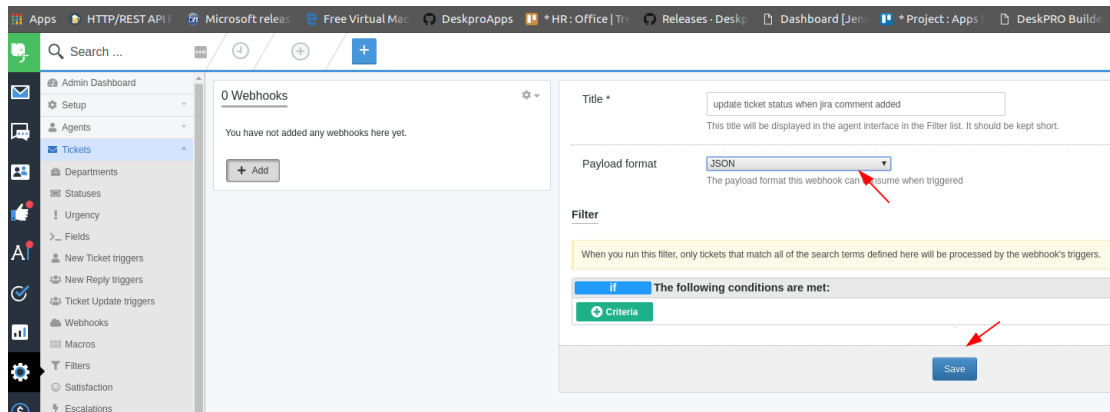
You can follow the install guide here: <https://github.com/DeskproApps/jira/blob/master/docs/install-guide.md>

## 2) Create the Deskpro Webhook

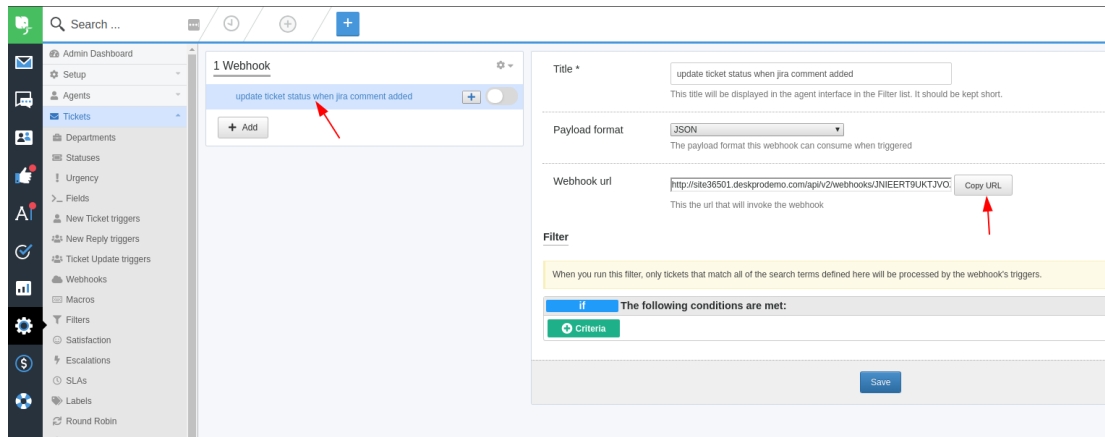
When the Jira app is installed, it creates a new custom field which will store the information about the linked tickets. We will use this field in our webhook. Go to the 'Tickets' section in the Admin area and click on 'Webhooks':



We do not need to configure the ticket at this stage, we just need to get its URL so we can configure the Jira webhook. After that we will return to Deskpro and finish the configuration:



Make sure that you choose JSON for the payload format. Skip the filter configuration for now and just click 'Save '. Then click on the webhook title to bring up the webhook URL and copy it to clipboard:



### 3) Setup the Jira webhook

Once we know the URL for the Deskpro webhook, we can go back to Jira. Locate the Jira Settings menu, then navigate to 'System' and open the 'Webhooks' section:



Fill in the URL, Name and Description fields. Be sure to choose the 'Comment created' event that will activate this webhook. Scroll down the page and click 'Create' :

**Jira Software**

Jira settings

**System**

General configuration

TRUBLESHOOTING AND SU...

Audit Log

SECURITY

Project roles

Global permissions

Issue collectors

USER INTERFACE

Default user preferences

System dashboard

Look and feel

IMPORT AND EXPORT

Backup manager

External System Import

Restore system

**System WebHooks**

**New WebHook Listener**

Name\*  
Update ticket status when comment added

Status\*  
☒ Enabled ☐ Disabled

URL\*  
http://site36501.deskprodemo.com/api/v2/webhooks/JNIEERT9UKTJVOZM/

You can use the following additional variables in the URL: \${attachment.id}, \${board.id}, \${comment.id}, \${issue.id}, \${issue.key}, \${mergedVersion.id}, \${modifiedUser.accountId}, \${modifiedUser.key}, \${modifiedUser.name}, \${project.id}, \${project.key}, \${sprint.id}, \${version.id}, \${worklog.id}

[Read more](#)

Description  
Notifies Deskpro whenever a comment is added to a ticket

Events

**Issue related events**

You can specify a JQL query to send only events triggered by matching issues. The JQL filter only applies to ev

☒ All issues

[Syntax help](#)

| Comment                                     | Issue link                       | Attachment                       | Issue                            | Worklog                          |
|---------------------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| <input checked="" type="checkbox"/> created | <input type="checkbox"/> created | <input type="checkbox"/> created | <input type="checkbox"/> created | <input type="checkbox"/> created |
| <input type="checkbox"/> updated            | <input type="checkbox"/> deleted | <input type="checkbox"/> deleted | <input type="checkbox"/> updated | <input type="checkbox"/> updated |
| <input type="checkbox"/> deleted            |                                  |                                  | <input type="checkbox"/> deleted | <input type="checkbox"/> deleted |

**Project related events**

Once this is activated, whenever a comment is added to a ticket, Jira will make a request to Deskpro sending a JSON payload with the following structure:

```
{
  "timestamp"
  "event"
  "user": {
    --> User shape
  },
  "issue": {
    --> Issue shape
  },
  "changelog" : {
    --> Changelog shape
  },
  "comment" : {
    --> Comment shape
  }
}
```

We can use this structure to configure the Deskpro webhook's trigger to fire only when a comment is added. You

can read more about the structure of the JSON payload and Jira webhooks [here](#).

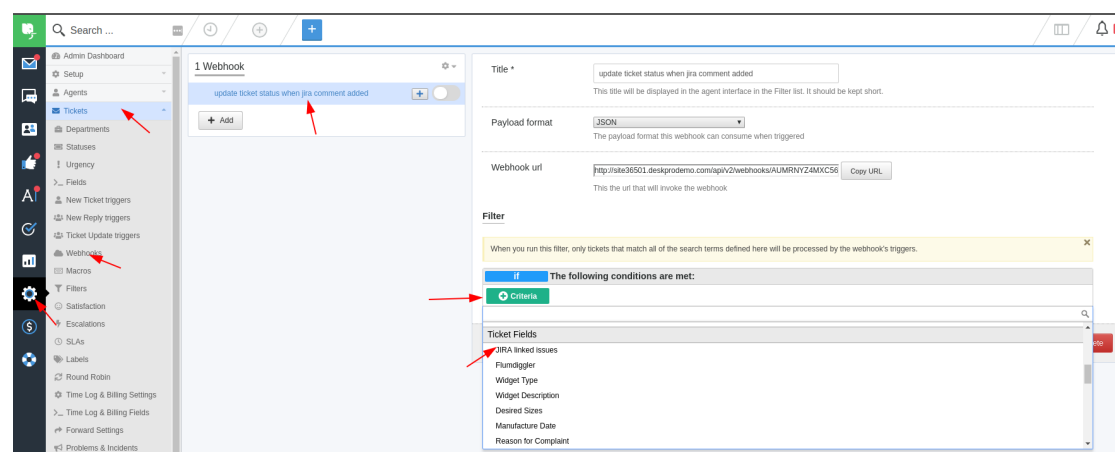
Should you need to inspect a given payload or to debug a Jira webhook, read this article: <https://confluence.atlassian.com/jirakb/how-to-collect-data-for-atlassian-support-for-troubleshooting-jira-webhooks-397083035.html>

For the purpose of this guide, we are expecting the following payload:

```
{
  "timestamp":1544793770760,
  "webhookEvent":"comment_created",
  "comment":{
    "self":"https://dp-ticket-114418.atlassian.net/rest/api/2/issue/10000/comment/10003",
    "id":"10003",
    ...comment fields
  },
  "issue":{
    "id":"10000",
    "self":"https://dp-ticket-114418.atlassian.net/rest/api/2/issue/10000",
    ...issue fields
  }
}
```

## 4) Configure the Deskpro webhook

We are now in a position to finish the setup on the Deskpro side. Navigate to the webhook we created before and add a criteria to its filter:



Scroll through the list of available criteria until you reach the **Ticket Fields** section. There you should find a field named **'Jira linked issues'** which was created when the Jira app was installed. This is a custom field which contains a list of all the linked Jira issues. Choose this field and use the **contains** predicate with the following value: `twig:{{webhook.data.issue.key}}`

**1 Webhook**  
update ticket status when jira comment added

**Title \***  
update ticket status when jira comment added  
This title will be displayed in the agent interface in the Filter list. It should be kept short.

**Payload format**  
JSON  
The payload format this webhook can consume when triggered

**Webhook url**  
http://site36501.deskprodemo.com/api/v2/webhooks/AUMRYZAMXC56  
This is the url that will invoke the webhook

**Filter**  
When you run this filter, only tickets that match all of the search terms defined here will be processed by the webhook's triggers.

**if** The following conditions are met:

JIRA linked issues contains twg:{{webhook.data.issue.key}}

**Save** **Cancel**

This filter will select all the Deskpro tickets which have been linked to the Jira issue from our webhook invocation.

The next step is to add trigger to the Deskpro webhook. This trigger will check the payload Jira sends to Deskpro and will activate the webhook if a comment was created. Scroll down the criteria list and choose 'Check Webhook Variable':

**1 Webhook**  
update ticket status when jira comment added

**Title \***  
JIRA comment added  
This title will be used throughout the admin interface to refer to this trigger.

**Criteria**  
The criteria section is a list of terms that must match before the actions are applied to the ticket.

**when** The following conditions are met:

JIRA comment added

**Criteria**

During Working Hour

**Trigger Control**

Check if user was emailed

Check if agents were emailed

Check Trigger Variable

Check Webhook Variable

Check Current Agent

Check Performer Email

**Save**

The webhook variable name is `webhook.data.webhookEvent` and represents the path to a property from the payload received by the webhook, prefixed with `webhook.data`. In this case, the property we want to check is the top-level one, `webhookEvent` so the path is `.webhookEvent`

We want to check that this variable is equal to `comment_created` so we fill in the criteria form with the following values:

**1 Webhook**  
update ticket status when jira comment added

**Title \***  
JIRA comment added  
This title will be used throughout the admin interface to refer to this trigger.

**Criteria**  
The criteria section is a list of terms that must match before the actions are applied to the ticket.

**when** The following conditions are met:

Check Webhook Var webhook.data.webhookEvent is comment\_created

**Criteria**

**or** The following conditions are met:

**Criteria**

The Action is the only thing left to configure. Click the 'Action' button and choose the 'Set Status' action:

Search ...

Admin Dashboard

Setup

Agents

Tickets

Departments

Statuses

Urgency

Fields

New Ticket triggers

New Reply triggers

Ticket Update triggers

Webhooks

Macros

Filters

Satisfaction

Escalations

SLAs

Labels

Round Robin

Time Log & Billing Settings

Time Log & Billing Fields

Forward Settings

Problems & Incidents

Settings

Emails

CRM

User Interface

Chat

1 Webhook

update ticket status when jira comment added

+ Add

Title \*

JIRA comment added

This title will be used throughout the admin interface to refer to

Criteria

The criteria section is a list of terms that must match before the actions are applied to the tick

when The following conditions are met:

Check Webhook Var webhook.data.webhook is comment\_created

+ Criteria

or The following conditions are met:

+ Criteria

Actions

These actions will apply when all of the criteria pass.

then The following actions will run:

+ Action

Set Assigned Team

Set Agent Followers

Ticket Properties

Set Status

Set Brand

Set Department

Set Product

Set Category

We want to set the ticket status to 'Awaiting Agent' so our trigger form should look like this before saving it and then enabling the webhook:

Search ...

Admin Dashboard

Setup

Agents

Tickets

Departments

Statuses

Urgency

Fields

New Ticket triggers

New Reply triggers

Ticket Update triggers

Webhooks

Macros

Filters

Satisfaction

Escalations

SLAs

Labels

Round Robin

Time Log & Billing Settings

Time Log & Billing Fields

Forward Settings

Problems & Incidents

Settings

Emails

CRM

User Interface

Chat

1 Webhook

update ticket status when jira comment added

+ Add

Title \*

JIRA comment added

This title will be used throughout the admin interface to refer to this trigger.

Criteria

The criteria section is a list of terms that must match before the actions are applied to the ticket.

when The following conditions are met:

Check Webhook Var webhook.data.webhook is comment\_created

+ Criteria

or The following conditions are met:

+ Criteria

Actions

These actions will apply when all of the criteria pass.

then The following actions will run:

Set Status Awaiting Agent

+ Action

Set Brand

Set Department

Set Product

Set Category

Save

Now use the Jira app and link a Deskpro ticket with a Jira issue. Make sure the Deskpro ticket has a status other than 'Awaiting Agent' or you will not see the difference! In a different tab, open Jira, navigate to the linked issue and add a comment.

When you switch back to Deskpro, you will notice the status has now changed.