

## How can I automatically change the ticket status when a comment is added in JIRA (v3)?

Ashley Dawson - 2022-07-04 - Comments (0) - Deskpro Apps

In this article, we're going to walk through the process of setting up a Webhook to receive events from JIRA that will "tell" Deskpro to affect a ticket in some way. For example, we're going to listen for when a JIRA comment is added and update the Deskpro ticket status.

### **Why is this useful?**

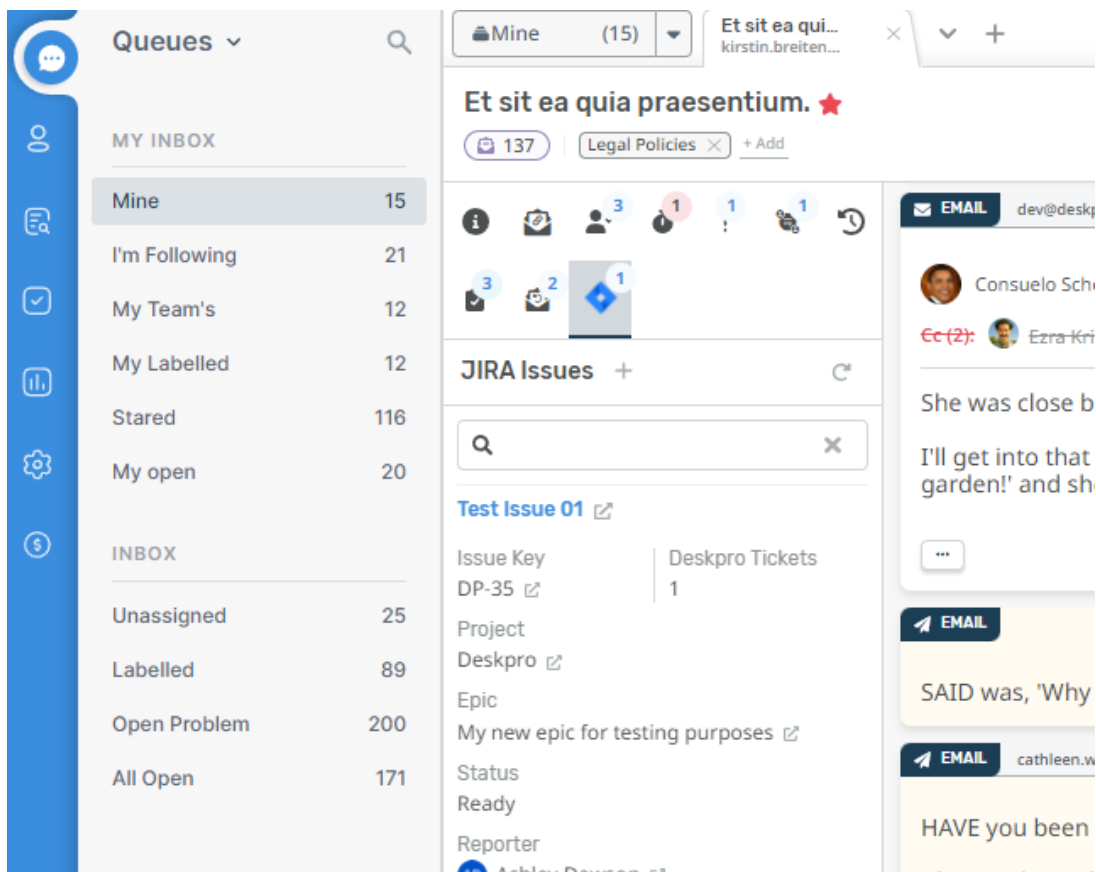
Listening to events from other systems is very useful for keeping Deskpro up-to-date with recent changes that were not actioned through Deskpro itself. You can imagine listening to when an issue is updated in JIRA and then adding a note or changing the status of an associated Deskpro ticket.

### **Installing the JIRA app**

The first step is to install the JIRA app. To do this, navigate to the "Admin > Apps & Integrations > Apps" section of Deskpro.

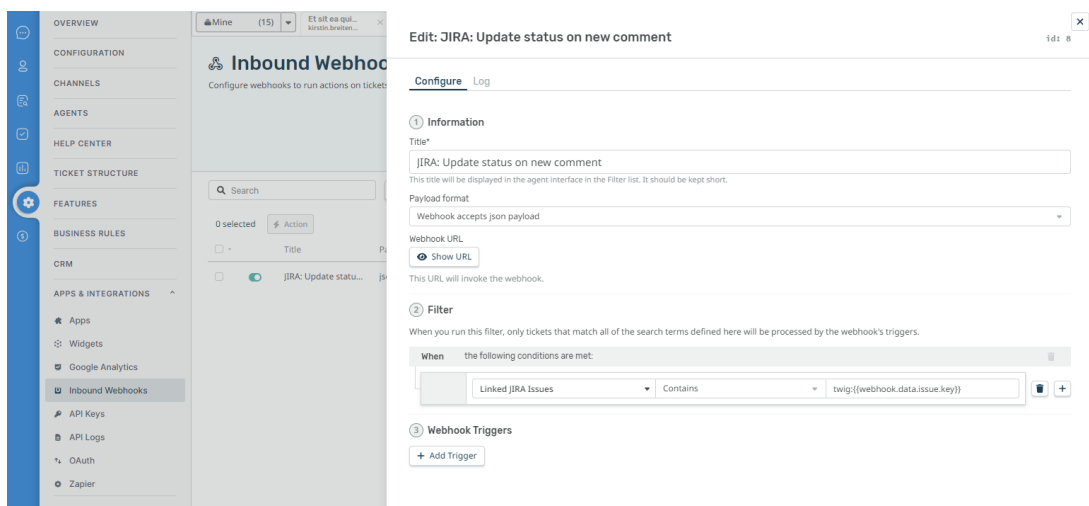
The screenshot displays the Deskpro Admin interface. On the left is a vertical sidebar with navigation icons and labels: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, BUSINESS RULES, CRM, APPS & INTEGRATIONS, and DATA. The 'APPS & INTEGRATIONS' section is expanded, showing 'Apps' as the selected option, along with other integrations like Widgets, Google Analytics, Inbound Webhooks, API Keys, API Logs, OAuth, and Zapier. The main content area at the top right shows a 'Mine (15)' dropdown and a '+ Apps' header. Below this is a search bar and two tabs: 'Installed (1)' and 'Available (1)'. The 'Available (1)' tab is active, showing a card for the 'JIRA' app. The card includes the JIRA logo and the text: 'View Jira issues linked with Deskpro tickets to streamline communication with users'.

Click on the JIRA app and install it using your JIRA API credentials. Once the app is installed, go to one of your Deskpro tickets and use the JIRA app to link a JIRA issue to your Deskpro ticket.



## Creating the Webhook

Now that we have a linked issue, let's add a webhook to "listen" to JIRA events. Navigate to the "Admin > Apps & Integrations > Inbound Webhooks" section and add a new webhook.



Add the following settings to your new webhook:

- **Title:** "JIRA: Update status on new comment" - this is the title of your webhook, it's important to give it a descriptive name so you can tell what the webhook is doing at

a glance

- **Payload Format:** [“Webhook accepts json payload”](#) - JIRA will send data in JSON format, let’s set our webhook up to parse this type of data
- **Filter:** [“Linked JIRA Issues -- Contains -- twig:{{webhook.data.issue.key}}”](#) - our filter is going to interrogate the data sent from JIRA and attempt to match the JIRA issue key with the linked Deskpro tickets

Click “Create” to create the new webhook before we continue

### **Webhook Trigger and Action**

Now that we can listen to and match Deskpro tickets from JIRA events, the next step is to actually “do” something in Deskpro. In this case, we’re going to update the ticket status to “Awaiting Agent” if a new comment is added to the associated issue in JIRA itself.

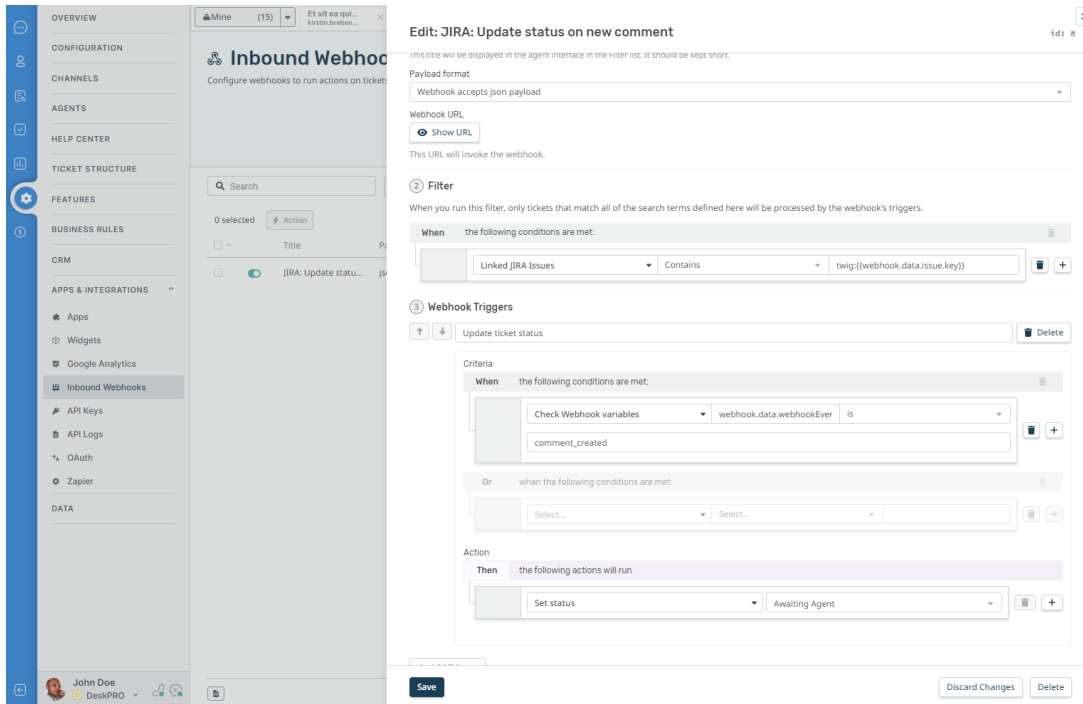
Reopen the webhook and add a webhook “trigger” and set the criteria to:

- **Operation:** [Check Webhook variables](#)
- **Field:** [webhook.data.webhookEvent](#)
- **Operator:** [is](#)
- **Value:** [comment\\_created](#)

Also, let’s add the “action” that will be performed:

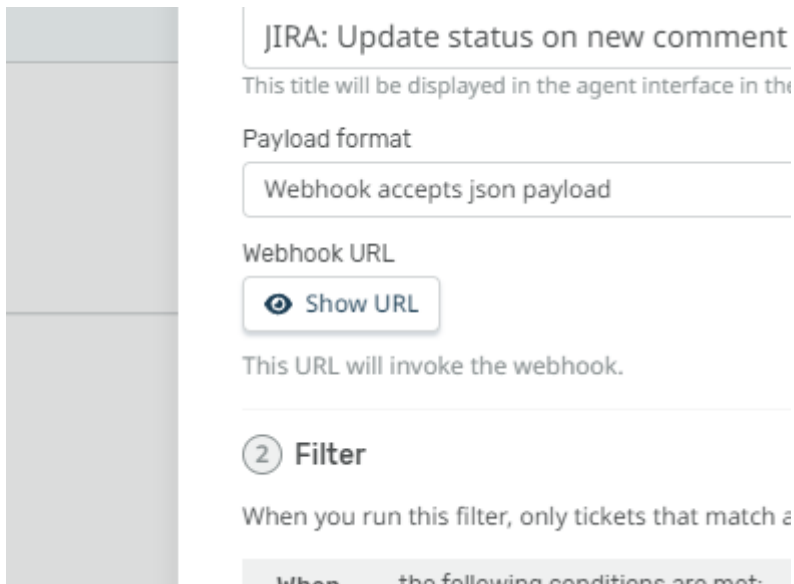
- **Type:** [Set status](#)
- **Value:** [Awaiting Agent](#)

Now click “Save”



Ok great! We now have our webhook in Deskpro. Next, let's let JIRA know about our new webhook URL so it can start sending us events.

Grab the webhook URL by revealing it by clicking "Show URL" and copying it to your clipboard.



### Adding the webhook to JIRA

Login to your JIRA account and navigate to the "JIRA Settings > System" section in the cog menu at the top right of the screen.

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### Assigned to Me

T	Key	Summary
<input checked="" type="checkbox"/>	DP-35	Test Issue 01
<input type="checkbox"/>	DSKPR-1	Ashley Test Sprint Issue

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### Activity Streams

### Settings

**ATLASSIAN ADMIN**

- User management  
Add users, groups, and manage access requests. [↗](#)
- Billing  
Update your billing details, manage your subscriptions and more. [↗](#)

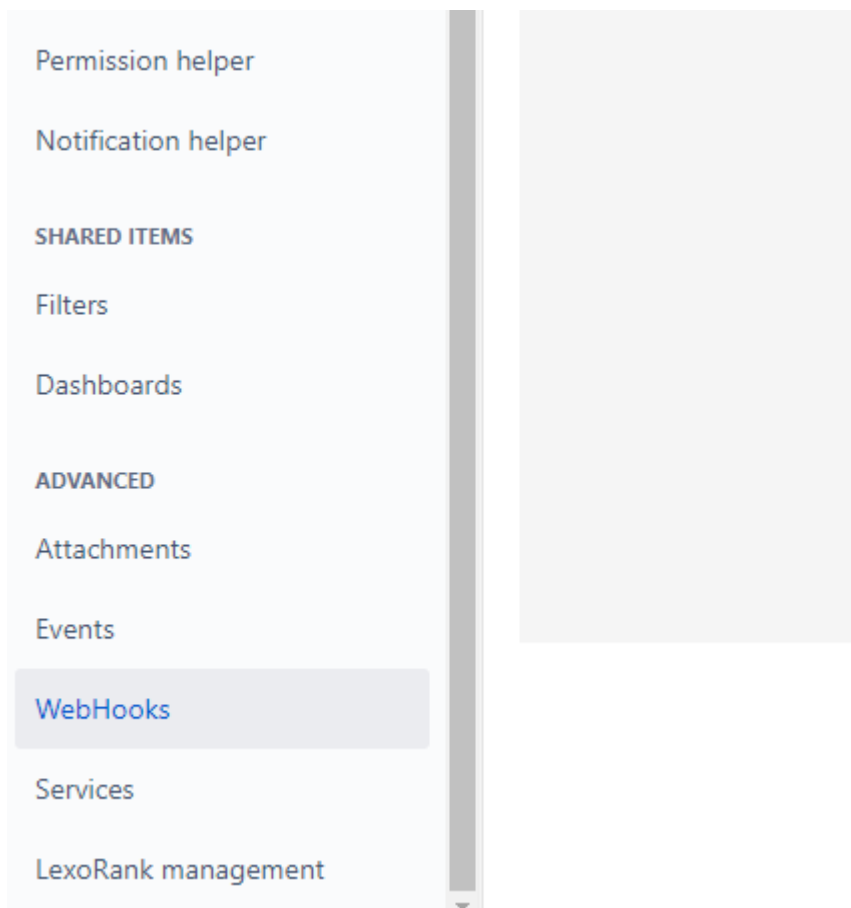
**JIRA SETTINGS**

- System**  
Manage your general configuration, global permissions, look and feel and more.
- Products  
Manage your Jira products' settings and integrations.
- Projects  
Manage your project settings, categories, and more.
- Issues  
Configure your issue types, workflows, screens, custom fields and more.
- Apps  
Add and manage Jira Marketplace apps.

**PERSONAL SETTINGS**

- Atlassian account settings  
Manage your language, time zone, and other profile information. [↗](#)
- Personal Jira settings  
Manage your email notifications and other Jira settings.

Next, navigate to the “WebHooks” section in the left-hand sidebar.



Create a new webhook and enter the following details:

- **Name:** [“Deskpro Status Change Webhook”](#) - a descriptive name so we can recognize our webhook at a glance
- **Status:** [“Enabled”](#) - enable this webhook so JIRA starts sending events to Deskpro
- **URL:** The URL in your clipboard we copied from the Deskpro webhook
- **Issue Related Events:** [“Comment > created”](#) - we’re only interested in newly created comments

Click the “Create” button at the bottom of the webhook screen. That’s it - we’ve created our webhook in JIRA. Tickets associated with JIRA issues will now update their status to “Awaiting Agent” when new comments are added to issues via JIRA itself.

# System

## WebHooks

### New Webhook Listener

[Deskpro Test Webhook](#)

[Test Apps v3 Webhook](#)

Name \*

Deskpro Status Change Webhook

Status \*

Enabled  Disabled

URL \*

https://mycompany.deskpro.com/api/v2/webhooks/CB8QAJ887TAL1B7X/invoc

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)`, `$(project.key)`, `$(property.key)`, `$(sprint.id)`, `$(version.id)`, `$(worklog.id)`

[Read more](#)

Description

Events

### Issue related events

You can specify a JQL query to send only events triggered by matching issues. The JQL filter does not apply to events under the Issue link column.

All issues

[Syntax help](#)

#### Attachment

- created
- deleted

#### Issue link

- created
- deleted

#### Issue

- created
- updated
- deleted

#### Worklog

- created
- updated
- deleted

#### Comment

- created
- updated
- deleted

#### Entity property

- created or updated
- deleted