

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.



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:



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:



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-troubles-hooting-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:



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':



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



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.