

Setting Up Post-Function 'Sending Feedback to Reporter'

Go to Administrator Menu/ Issues/ Workflows and select workflow to set post-function and press Edit:

The screenshot shows the JIRA Administration interface. The left sidebar has a menu with categories: ISSUE TYPES, WORKFLOWS, SCREENS, and FIELDS. Under WORKFLOWS, 'Workflows' is highlighted with a red box. The main content area shows the 'NEW: Project Management Workflow' which is ACTIVE and SHARED BY 1 PROJECT. A red arrow points to the 'Edit' button. Below the workflow name, there is a table with columns: Step Name (id), Linked Status, Transitions (id), and Operations.

| Step Name (id) | Linked Status | Transitions (id) | Operations |
|-----------------|---------------|---|-----------------|
| To Do (1) | TO DO | Start Progress (11) >> IN PROGRESS Done (21) >> DONE | View Properties |
| In Progress (2) | IN PROGRESS | Stop Progress (31) >> TO DO Done (41) >> DONE | View Properties |
| Done (3) | DONE | Reopen (51) >> TO DO Reopen and start progress (61) >> IN PROGRESS | View Properties |

Select the transition and add post-function 'Sending feedback to reporter'

The screenshot shows the JIRA Administration interface for editing a workflow draft. The left sidebar has a menu with categories: ISSUE TYPES, WORKFLOWS, SCREENS, and FIELDS. Under WORKFLOWS, 'Workflows' is highlighted with a red box. The main content area shows the 'Transition: Done' configuration. A red arrow points to the 'Post Functions' tab, which is highlighted with a red box. Below the tab, there is a list of post-functions to be processed after the transition occurs. The last item in the list is 'Sending feedback to reporter', which is highlighted with a red arrow.

The following will be processed after the transition occurs

1. Set issue status to the linked status of the destination workflow step.
2. Add a comment to an issue if one is entered during a transition.
3. Update change history for an issue and store the issue in the database.
4. Re-index an issue to keep indexes in sync with the database.
5. Fire a **Generic Event** event that can be processed by the listeners.
6. Sending feedback to reporter

This post-function can be edited. In the Edit screen you can type email's Subject and Body in your default system language and in English. The email will be sent on language set on user's profile.

The screenshot shows the 'Administration' page for editing the 'Sending feedback Function'. The main content area contains four text input fields: 'Email subject', 'Email body', 'Subject (En)', and 'Body (En)'. Below these fields are a checkbox labeled 'Автор задачи как автор комментариев' (Issue reporter as comment author) and a 'Sender' user picker field. At the bottom, there is an 'Attributes' table with columns for 'Attribute name', 'Attribute name (En)', and 'Jira custom field'. The table lists three attributes: 'Rank' (with 'Rank' as the English name and 'Rank' as the Jira custom field), and 'Комментарий' (with 'Comment' as the English name and 'CSI Comment' as the Jira custom field). Buttons for 'Update' and 'Cancel' are located at the bottom of the form.

Post-function's parameters

Issue reporter as comment author checkbox enabled makes issue reporter the author of issue changes after customer satisfaction is added. The users (reporters) should have edit issue permission.

Comment author is a user picker field to select a jira-user who will be set as an author of changes made in issue after customer satisfaction is added. The user should have edit issue permission.

Sender is User picker field where you can select jira-user who's name will be displayed in Sender e-mail field (From). If no user is selected, e-mail will be sent from 'Robot Inspector'. Anyway sender's e-mail will be as set in System/ Outgoing mail.

Post-function's attributes

| Attribute | Description |
|---|--|
| Attribute name | Type in name for attribute which will be displayed in the survey, here you can use default language of your system |
| Attribute name (En) | Type in name for attribute which will be displayed in the survey in English |
| Jira custom field | Select a custom JIRA field from dropdown list |
| Option for which the comment will be required | Works only with "Select (single)" type custom field. Select the option from dropdown list, the options are taken from custom field configuration. With option selected the comment will be required if customer picks the option that was set. Make sure you've added a comment field to the survey. |

You can configure which custom fields will be presented on this particular transition in this particular project. If no fields are selected in postfunction, the customer will receive default survey from [Customer Satisfaction](#) HelpDesk Admin menu.