

Setting Up Post-Function 'Sending Feedback to Reporter'

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

Administration Search JIRA admin

Applications Projects **Issues** Add-ons User management Latest upgrade report System Structure CRM HelpDesk

ISSUE TYPES
Issue types
Issue type schemes
Sub-tasks

WORKFLOWS
Workflows
Workflow schemes

SCREENS
Screens
Screen schemes
Issue type screen schemes

FIELDS
Custom fields
Field configurations
Field configuration schemes

PRIORITIES
Priorities
Priority schemes

ISSUE FEATURES
Time tracking
Issue linking

Workflows
Support 1.1 **ACTIVE** USED BY 1 PROJECT

This workflow was last edited by Anna Kuzova (Teamlead) (Inactive) at 16/May/18 17:33.

Diagram Text Export

Step Name (id)	Linked Status	Transitions (id)	Actions
Investigation (1)	INVESTIGATING	Leave a comment (961) >> INVESTIGATING In Progress (1091) >> IN PROGRESS Reply (1001) >> WAITING FOR CUSTO... Freeze (1071) >> FROZEN Close (1141) >> CLOSED Internal Reply (1201) >> REVIEW Development (1231) >> Development	View Properties
Closed (6)	CLOSED	Reopen (761) >> IN PROGRESS Development (1231) >> Development	View Properties
Waiting for Customer (7)	WAITING FOR CUSTO...	Closing (1131) >> WAITING FOR CLOSING Freeze (1071) >> FROZEN	View Properties

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

Issue type schemes
Sub-tasks

WORKFLOWS
Workflows
Workflow schemes

SCREENS
Screens
Screen schemes
Issue type screen schemes

FIELDS
Custom fields
Field configurations
Field configuration schemes

PRIORITIES
Priorities
Priority schemes

ISSUE FEATURES
Time tracking
Issue linking

ISSUE ATTRIBUTES
Statuses
Resolutions
Issue security schemes

Workflows / Support 1.1 (Draft)
Transition: Close

Edit View Properties Delete

INVESTIGATING
WAITING FOR CUSTO...
FROZEN
IN PROGRESS
WAITING FOR CLOSING

Close

CLOSED

Screen: [Support][Закрытие]

Triggers 0 Conditions 3 Validators 2 **Post Functions 8**

The following will be processed after the transition occurs [Add post function](#)

- SLA work type: Stop HelpDesk SLA custom field: Investigation Time
- SLA work type: Stop HelpDesk SLA custom field: Время реакции (Helpdesk)
- Sending feedback to reporter**
Comment author:
Issue reporter as comment author: true
Email subject: - Оцените нашу работу: [%issueKey%] %issueSummary%
Email body: Добрый день!

Благодарим вас за обращение в нашу компанию по вопросу %issueKey%. Пожалуйста, помогите нам помочь вам, оцените нашу работу.

Команда Teamlead

%rating%
Subject (En): - Please rate our work: [%issueKey%] %issueSummary%
Body (En): Greetings!

This post-function can be edited.

Administration

Applications Projects Issues Add-ons User management Latest upgrade report System Structure CRM HelpDesk

Update parameters of the Sending feedback Function for this transition.

Update parameters of the Sending feedback Function for this transition.

Issue reporter as comment author:

Comment author:

Sender:

Scheme: CSI

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.

Scheme. Select a customer's satisfaction scheme from dropdown list of schemes created in HelpDesk administration / [Customer Satisfaction](#)

How to edit email's Scheme

To adjust a **Scheme** you just need to Go to HelpDesk Administration menu/ Customer Satisfaction and click **Parameters** button next to the created scheme.

Message about already rated issue

Спасибо, вы сделали этот мир лучше.

Message about already rated issue (EN)

Thanks, you've just made this world better.

Customer satisfaction timestamp
Feedback date

Advanced: Schemes

Scheme name

CSI Add

Parameters Fields Delete

Do not send Customer Satisfaction e-mails list



In the **Parameters 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.

Administration Search JIRA admin

Applications Projects Issues Add-ons User management Latest upgrade report System Structure CRM HelpDesk

HELPSK ADMINISTRATION

Access

User Dashboard Please, specify user hdbot

Notifications Start typing a user

Inline Search

SLA

Customer Satisfaction

Related Issue

Customer Portal

Look & Feel

Comment Templates

Audit

Messages

Message about rated issue

Спасибо
Вы сделали этот мир лучше.

Message about rated issue (EN)

Thanks
 You've just made this world better

Message about already rated issue

Спасибо, вы сделали этот мир лучше.

Message about already rated issue (EN)

Thanks, you've just made this world better.

Customer satisfaction timestamp
Feedback date

Advanced: Schemes

Scheme name

Parameters

Email subject:
Оцените нашу работу: [%issueKey%] %issueSummary%

Email body:
Добрый день!

Благодарим вас за обращение в нашу компанию. Пожалуйста, помогите нам помочь вам, оцените нашу работу, ответив всего на %link%.

Команда Teamlead

Subject (En)
Please rate our work: [%issueKey%] %issueSummary%

Body (En)
Greetings!

 We appreciate you've contacted our team. Please help us to assist you, rate our work by answering just %link%.

Teamlead Team

Save Close