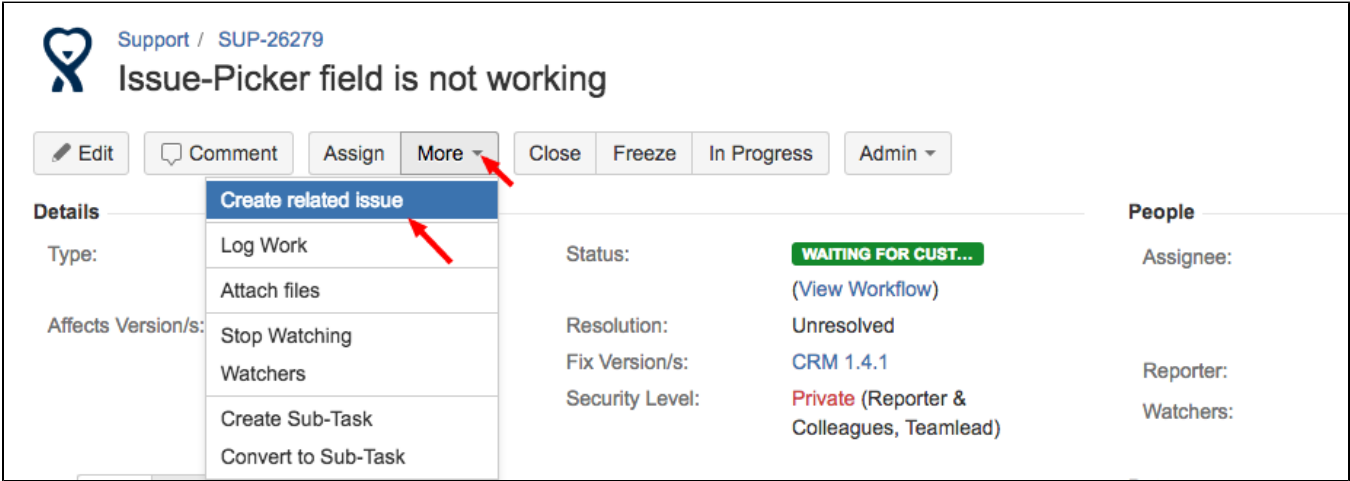


Create Related Issues

HelpDesk adds to JIRA Issue interface **Create related issue** feature. This feature allows to create a linked issue with preset settings.



You may set:

- which fields should be copied from the old issue to the new one,
- should attachments be copied by default
- project and issue type for the new issue by default
- type of link

And more, you may predefine the new issue Description by highlighting any text in the old issue. This highlighted text will be copied to the new issue Description.

Support / SUP
Add info

Create Issue

Configure Fields

Project: New test (NEW)

Issue Type: Bug

Summary: Add info in custom field

Security Level: None

Attachment: Drop files to attach, or browse.

Due Date: 05/05/16 12:00 AM

Description: Style B I U A %A

Assignee: Automatic

☒ Copy attachments ☐ Create another

Create Cancel

Charles White
sign to me
Admin
Stop watching this issue
/May/16
/Apr/16 5:28 PM
minutes ago
/Jul/16 7:09 PM
/May/16 11:00 AM
/May/16 7:00 PM
2d
2d
Not Specified

Create related issue option may be useful, when you track customers's tickets by HelpDesk in one JIRA Project (ex.Support) and sometimes you need to create linked issue in other JIRA Project (ex.Development).

Create related issue feature should be configured in **HelpDesk Administrator menu/ Related issues Tab**.

Administration

Search JIRA admin

ApplicationsProjectsIssuesAdd-onsUser managementSystemCRMHelpDesk

HELPPDESK ADMINISTRATION

Access

User Dashboard

Notifications

Inline Search

SLA

Customer Satisfaction

Issue Types

Related Issue

Customer Portal

Look & Feel

Related issue link types choice

JQL

Проект

Тип задач

Link type

reporter = "user"

Bank

Epic

blocks

Add

reporter = "user"

DEMO

История

relates to

Delete

reporter != "user"

DEMO

Задача

blocks

Delete

Fields to copy from the parent issue

None

Add

Choose needed fields

Assignee

Delete

Fix Version/s

Delete

Description

Delete

Setting	Description
Link Type	Select relations between parent and related issues (for example: relates, blocks etc.) from Issue Linking list.
Issue type	Select issue types according to your project issue types settings.
Project	Select project where related issue will be created.
JQL	Type in conditions according to what appropriate related issues will be created. If no JQL is written, the related issues will be created accordingly settings which stands higher in the list.
Fields to copy from parent issue	Select fields which content will be copied to related issue.

Fields that can be copied to related issue:

- System fields:
 - Reporter
 - DueDate
 - Summary
 - Affects Version/s:
 - Fix Version/s:
 - Watchers
 - Attachments
- Custom fields types:

Text
User picker
Number
Select list
Date/time picker
CRM Company
CRM Contact
CRM Product
CRM Directory

To copy attachments from original issue check "Copy attachments" (it will be checked automatically if Attachments field have been added to "Field to copy from parent issue").