

# 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

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Time tracking

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ISSUE ATTRIBUTES

You are viewing an active workflow. Edit draft

Workflows

NEW: Project Management Workflow

ACTIVE

SHARED BY 1 PROJECT

Edit

This workflow was last edited by you at 24/Aug/16 7:03 PM.

Diagram

Text

Export

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'

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Issue types

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ISSUE FEATURES

Time tracking

Issue linking

ISSUE ATTRIBUTES

You are editing a draft workflow. Publish Draft Discard Draft View original

Workflows / NEW: Project Management Workflow (Draft)

Edit

View Properties

Delete

Transition: Done

IN PROGRESS Done DONE

Screen: NEW: Project Management Resolve Issue Screen

Triggers 0

Conditions 1

Validators 0

Post Functions 6

The following will be processed after the transition occurs

Add post function

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.

Administration

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Structure

CRM

HelpDesk

Update parameters of the Sending feedback Function for this transition.

Update parameters of the Sending feedback Function for this transition.

Email subject:

Please rate our work: [%IssueKey%] [%IssueSummary%]

Email body:

Greetings!<br><br>We appreciate you've contacted our team. Please help us to assist you, rate our work by answering last [%IssueKey%]<br><br>Teamlead Team<br><br>Best regards!

Subject (En):

Please rate our work: [%IssueKey%] [%IssueSummary%]

Body (En):

Greetings!<br><br>We appreciate you've contacted our team. Please help us to assist you, rate our work by answering last [%IssueKey%]<br><br>Teamlead Team<br><br>Best regards!

☐ Автор задачи как автор комментария

☒ Автор комментария

Начните печатать имя пользователя для поиска компаний

Sender

Nina

Attributes

Attribute name

Attribute name (En)

Jira custom field

CRM Company

Add

Rank

Rank

Rank

Delete

Комментарий

Comment

CSI Comment

Delete

Update

Cancel

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.