

# Alchemer Workflow Jira Initiator

The Jira initiator is available for purchase as an add-on. If you are interested in purchasing, please [contact us](#) for additional information.

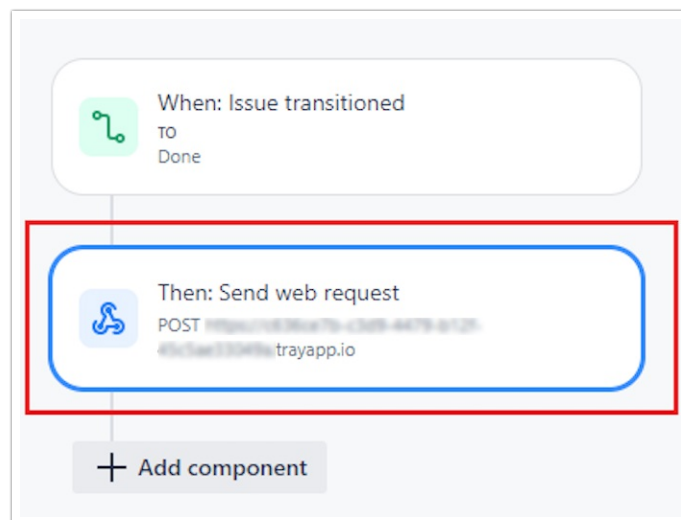
## Overview

Jira is a tool commonly used for project management and issue tracking. The Alchemer Workflow Jira initiator provides Product and Technology Teams with an integrated solution to incorporate detailed and customizable feedback surveys into their ticket management processes.

Through this integration, initiate Workflows and surveys when events occur in Jira, adding feedback seamlessly into your ticket or product management processes.

With the Jira Initiator, you can initiate Workflows in Alchemer whenever:

- [Issues or comments are created, updated, or deleted.](#)
- [Custom events occur in Jira Automation, using Jira web requests.](#)

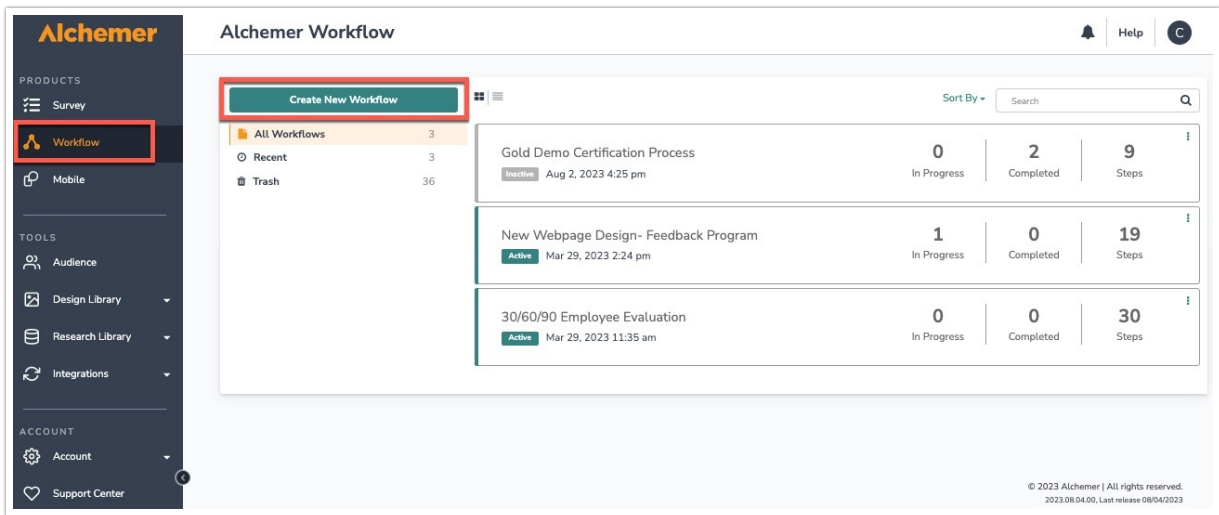


## Setup

### Issue or Comment Webhook Setup

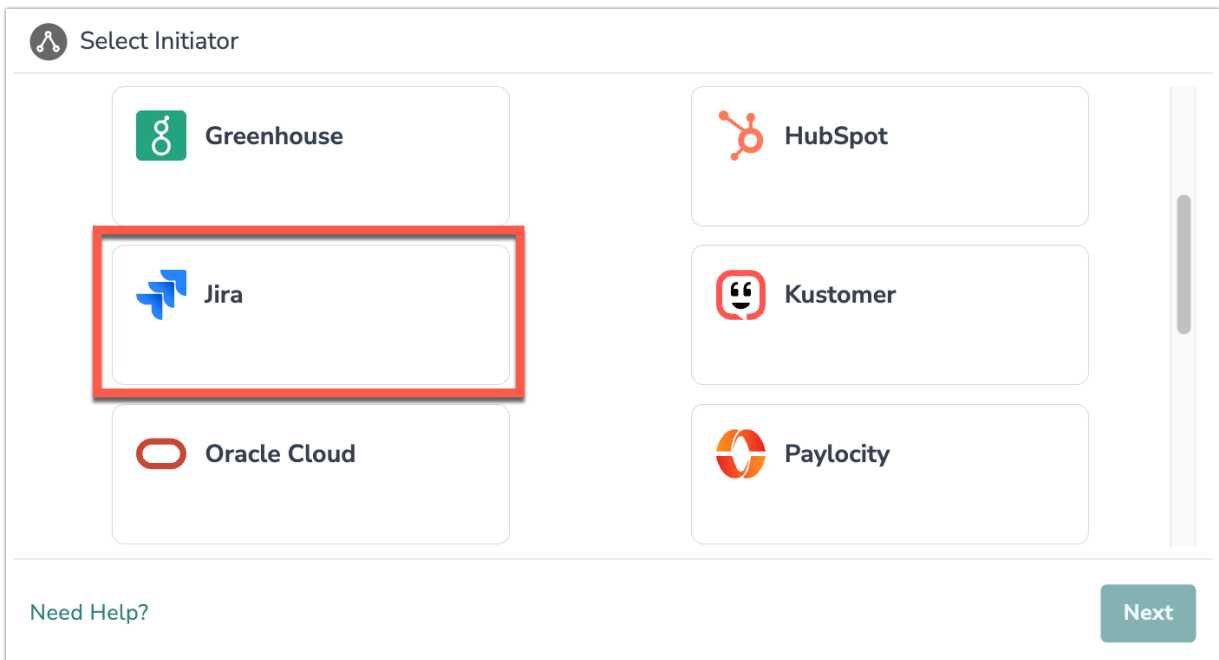
Issue and Comment Webhooks are intended for use with Jira Webhooks. For more details on using Jira Webhooks, refer to [this documentation](#).

1. Create a new Workflow.




2. Name your Workflow.

3. After creating a new Workflow, select Jira as your Workflow initiator.



4. Select Comment Webhook or Issue Webhook as the event you want to initiate a Workflow off of.

 Select Action


**Jira Custom Webhook**  
Start the Alchemer Workflow when a webhook is fired in Jira.

**Comment Webhook**  
Start the Alchemer Workflow when a comment is created/updated/deleted in Jira.

**Issue Webhook**  
Start the Alchemer Workflow when an issue is created/updated/deleted in Jira.


[Need Help?](#) [Previous](#) [Next](#)


5. Click "Next" on the initiator overview screen.

 Configure Initiator

### Jira | Comment Webhook

Start a new Workflow run when a comment is created/updated/deleted in Jira

 Proceed to the next step to configure your initiator.

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6. Add a new authentication.

 Configure Initiator

## Jira | Comment Webhook

**Select Connection**

Select the Jira account you would like to connect to.


 New authentication

Previous **Next**

7. Name your new authentication then input your Jira Site URL. Then click "create".

The URL provided needs to be the full URL for your Dashboard. Example:  
<https://mydashboard.atlassian.net>.

## Create a new authentication

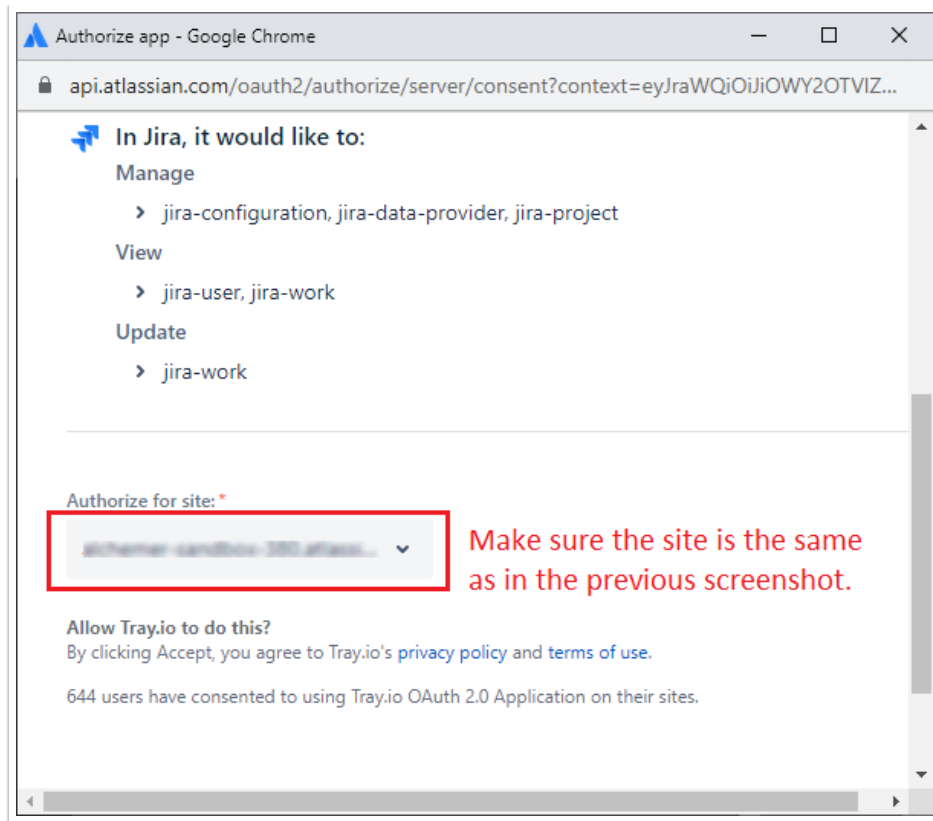
**Jira Site URL\*** 

No value

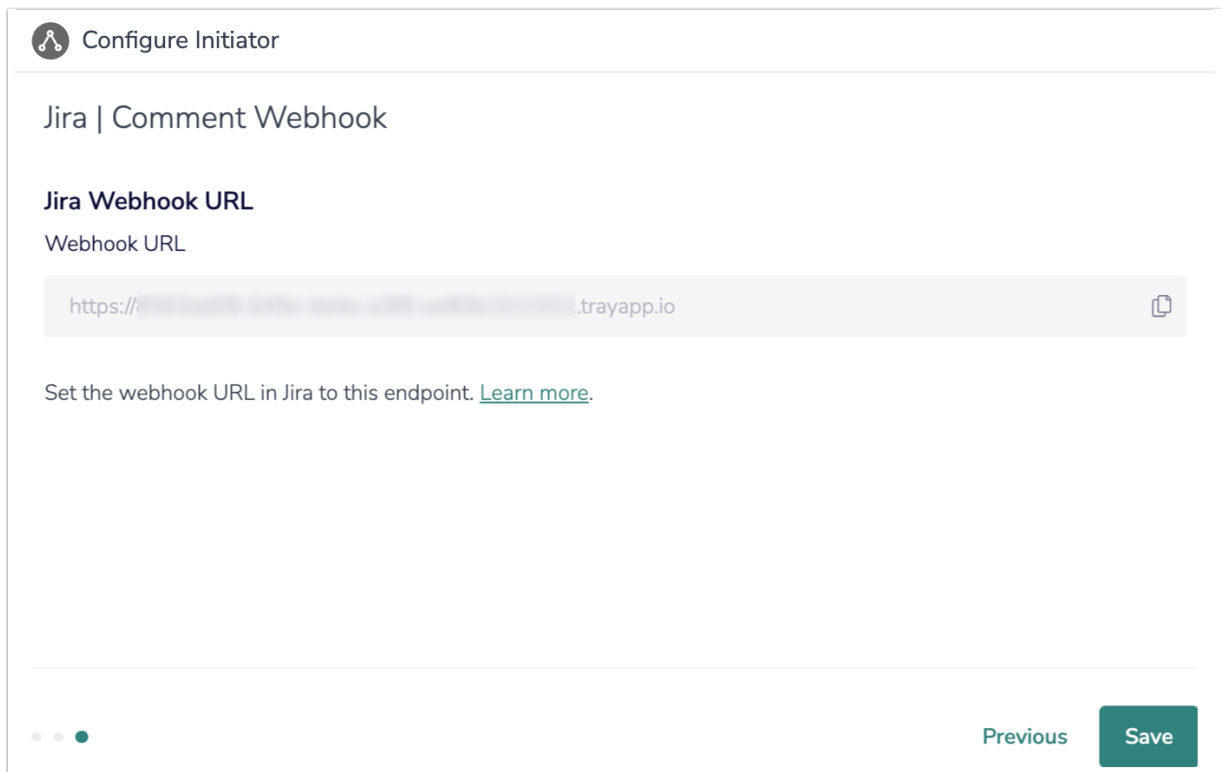
Jira Site URL is required

Previous **Create**

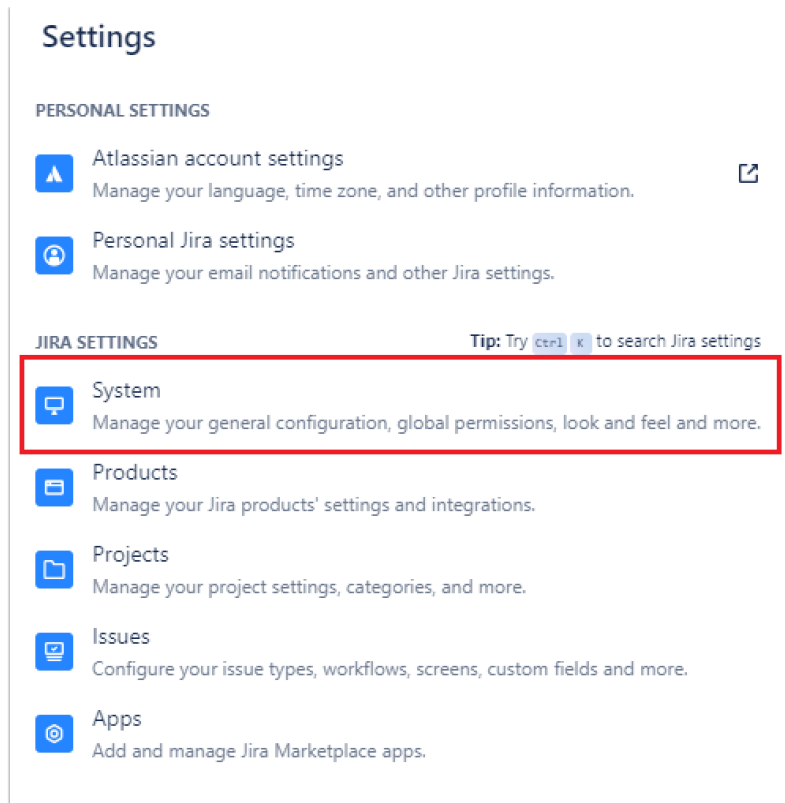
8. In the Jira authentication window that appears, authorize the Jira Alchemer Workflow integration.



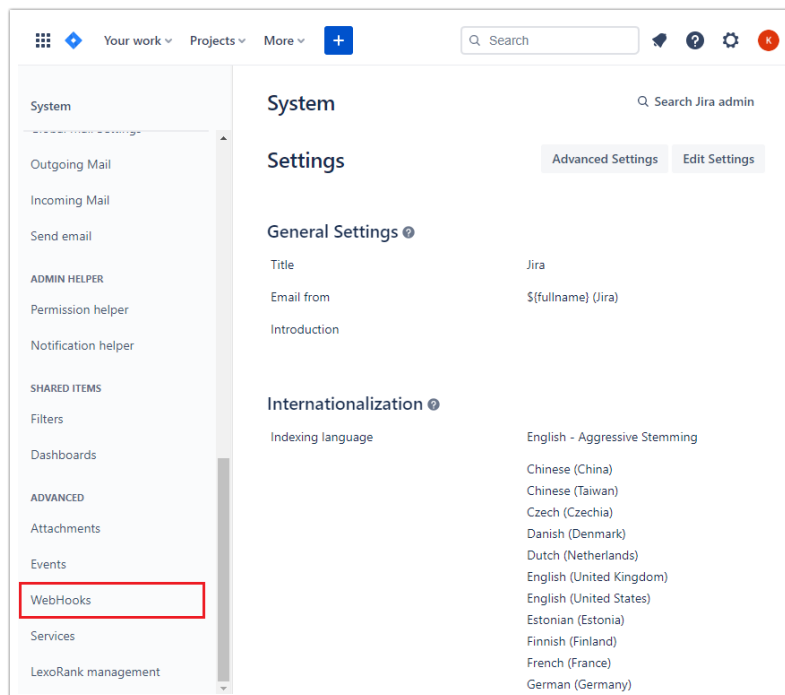
9. Copy the Jira Webhook URL, you will need this URL to configure the Webhook on the Jira side.



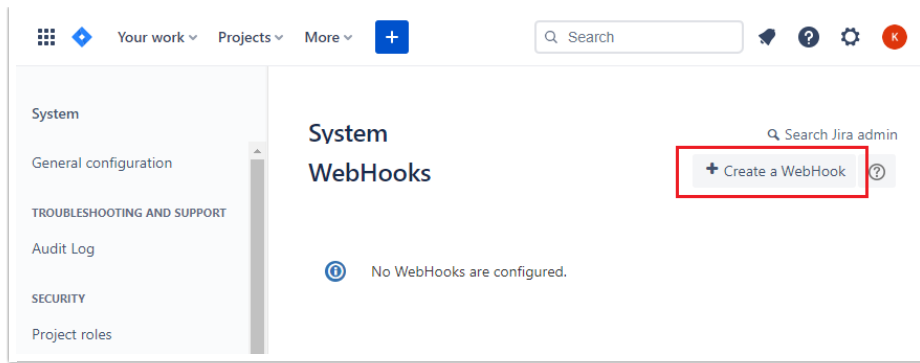
10. In your Jira account, go into Setting > System.



11. Under the System > Advanced, select WebHooks.



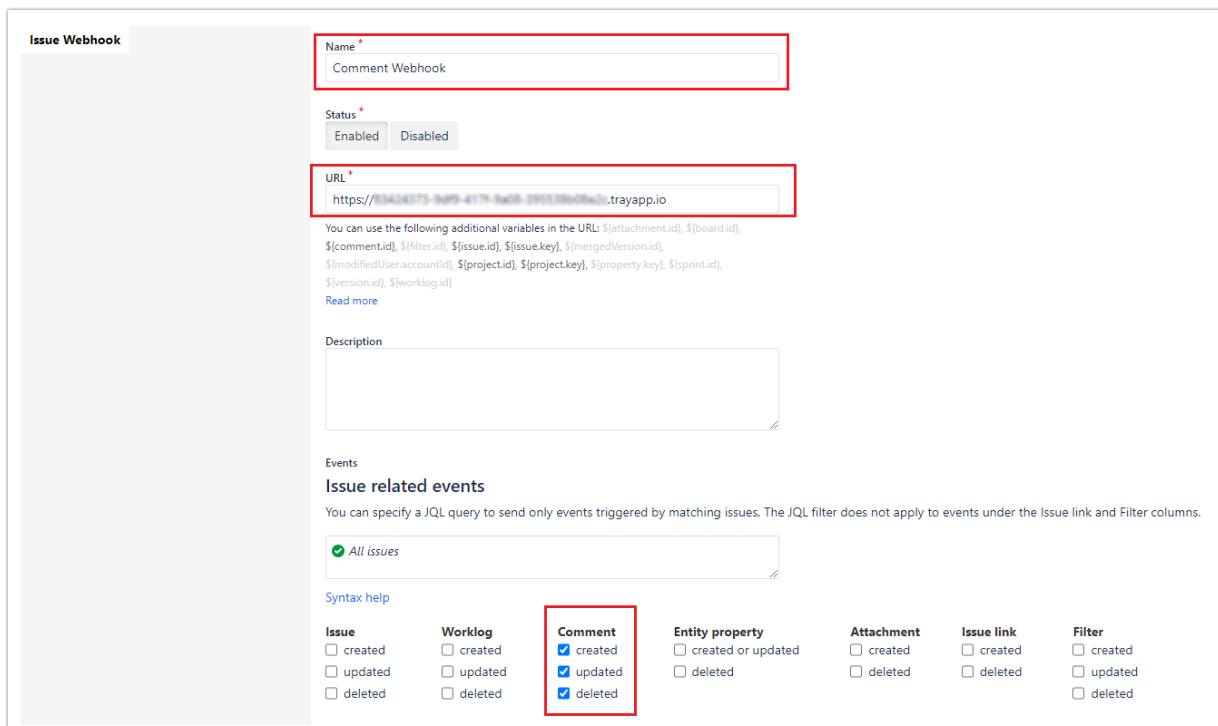
12. Click "Create a Webhook".



13. Name the Webhook, paste the Jira Webhook URL provided by Alchemer, and select when (Comment Updated, Comment Created, Comment Deleted) you want the Comment Webhook to initiate the Workflow.

You can also add JQL to filter for specific events.

If you are setting up the Jira Issue Webhook, this process is the same, you will just check the boxes underneath "Issue" instead of "Comment".

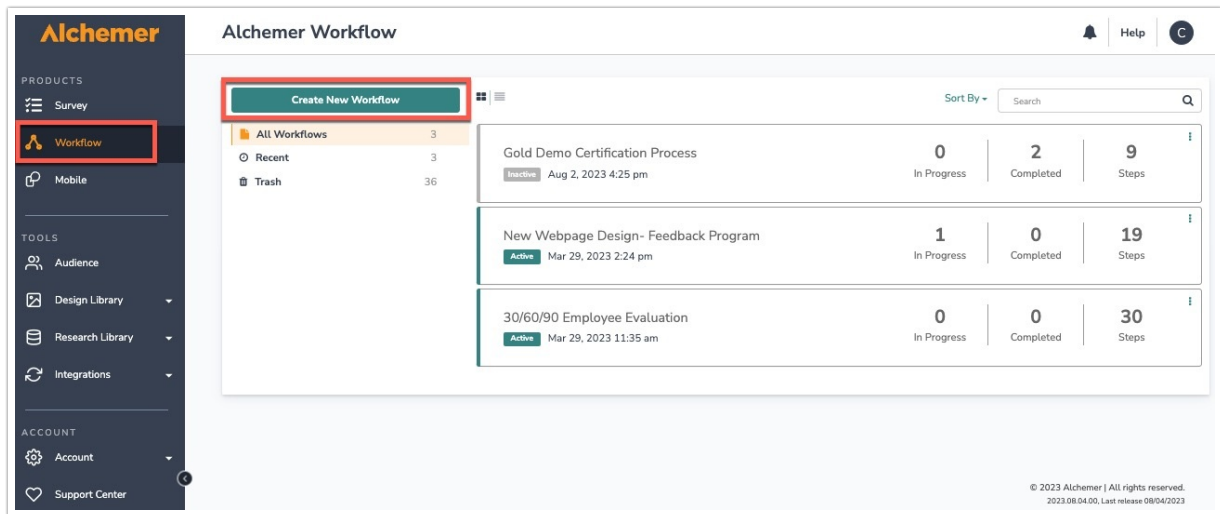


14. To finalize the initiator, click "Save."

## Start a Workflow from Jira Automation

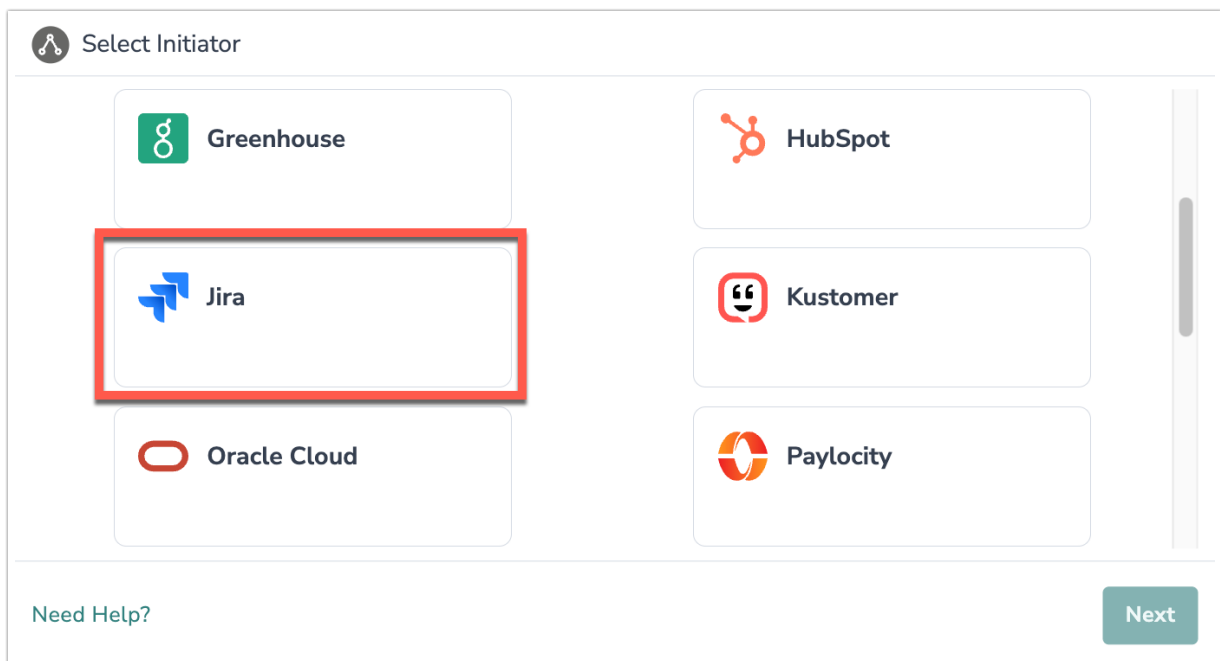
Jira Custom Webhooks are intended for use in Jira Automation. For more details on using Custom Webhooks in Jira Automation, refer to [this documentation](#).

1. Create a new Workflow.



2. Name your Workflow.

3. After creating a new Workflow, select Jira as your Workflow initiator.



4. Select Jira Custom Webhook. Then click "Next".

**Select Action**

**Jira Custom Webhook**  
Start the Alchemer Workflow when a webhook is fired in Jira.

**Comment Webhook**  
Start the Alchemer Workflow when a comment is created/updated/deleted in Jira.

**Issue Webhook**  
Start the Alchemer Workflow when an issue is created/updated/deleted in Jira.

Need Help? Previous Cancel Next

5. Click "Next" on the initiator overview screen.

**Configure Initiator**

**Jira | Custom Webhook**

Start a new Workflow run when a webhook is fired from Jira.

*i* Proceed to the next step to configure your initiator.

Previous Next

6. Copy the Jira Webhook URL, you will need this URL to configure the Webhook on the Jira side.

Configure Initiator ✕

### Jira | Custom Webhook

**Webhook URL**  
Set the webhook URL in Jira to this endpoint.  
[Learn more](#)

Webhook URL

https://- .trayapp.io 📄

**Custom Fields**

Previous Save

7. In Jira, navigate to a Project. Under the Project Settings, select Automation.

Jira Software Your work Projects Filters Dashboards Teams Plans Apps Create

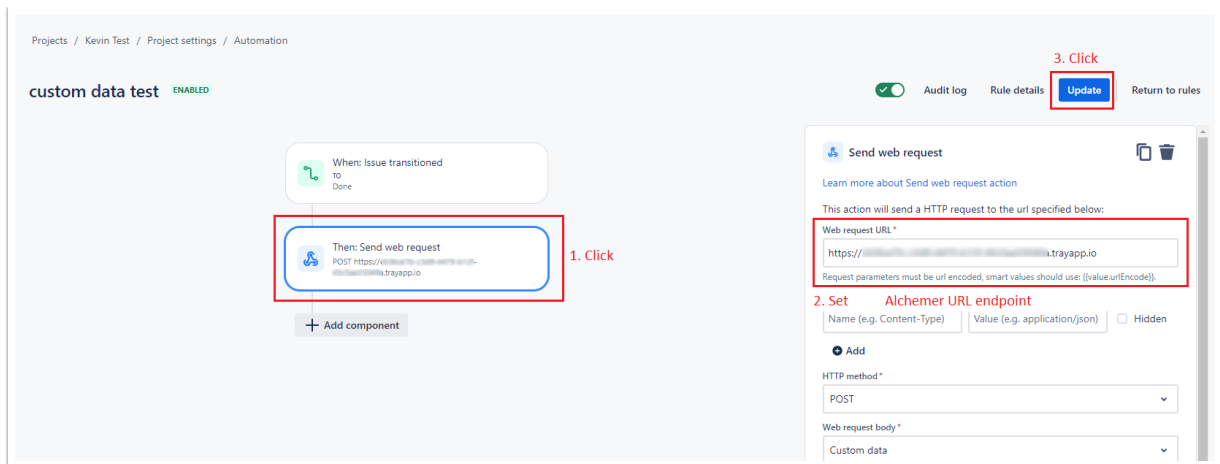
Projects / / Project settings

## Details

- Details
- Access
- Notifications
- Automation
- Issue types
- Features
- Board
- Toolchain
- Apps

8. Under Automation, create a new rule or use a pre-existing rule.

9. Define the "When" events that will trigger the "Then" event. After created both events, paste the Webhook URL provided by Alchemer in the Web request URL field for the "Then" event. Then click "update".



10. Set the HTTP Method to POST and define any automation variables (custom fields) that you want to pass to Alchemer. If you don't need to add automation variables you can just pass over the fields associated with that particular issue.

Example formatting for automation variables in a JSON object:

```
{
  "email": "{{creator.emailAddress}}",
  "last_name": "{{creator.lastname}}"
}
```

The variable names in the JSON object in Jira must be identical to the custom field name you provide in Alchemer, seen in the step below.

You can also use the Issue Webhook initiator here with Jira automation parse all of the Issue fields.

If you select use the Issue Webhook initiator, choose "Issue data (Jira format)" in the web request body field.

11. In Alchemer Workflow, add any additional custom fields that you would like Jira to pass to Alchemer for use in the Workflow. When complete click "Add to Custom Fields."

## Configure Initiator

### Custom Fields

Add Custom Fields to define the fields this webhook should accept. Fields can be passed as any combination of query parameters and/or as JSON in the body of a POST request.

#### Custom Fields *(optional)*

0

email

1

last\_name

Add to Custom Fields

12. To finalize the initiator, click "Save."

## Merge Codes

For more information on how to use these merge codes in your Workflow, [check out this article](#).

### Merge Codes: Jira Custom Webhook

When the webhook fires, Jira will pass any custom fields you defined to Alchemer Workflow. After configuring this initiator, you can use these fields in merge codes, logic, and other Workflow features.

### Merge Codes: Issue or Comment Webhook

When the webhook fires, Jira will pass the following fields to Alchemer Workflow. After configuring this initiator, you can use these fields in merge codes, logic, and other Workflow features.

-  Fields for Jira initiator - Comment Webhook
-  Fields for Jira initiator - Issue Webhook

## Use Case

A Customer Success Team wants to be notified automatically when the Technology Team completes bug fixes in Jira. The Technology Team wants to send a survey to the Customer Success Team, whenever bugs fixes are made, asking for feedback on if the resolution was satisfactory and met customer needs.

To accomplish these needs, the Technology Team sets up a Jira Custom Webhook, that automatically initiates a Workflow in Alchemer when a Jira ticket is moved to the "Complete"

column.

When the Workflow initiates, an email is sent to the CSM for the account that reported the bug. Additionally, a survey is sent to the CSM asking for feedback on the resolution and if it was satisfactory. Using If/Else Logic, depending on the answers provided this feedback is then routed to the appropriate stakeholder on the Technology Team.

## FAQs

- ▶ What permissions do I need within Alchemer to set-up and use the Jira initiator?
- ▶ Can multiple Workflows initiate off the same Jira initiator?
- ▶ This initiator doesn't fit my use cases, or I want to provide feedback to the Alchemer Product Team!

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