

Jira Integration for Alchemer Survey

Overview

Jira is a project and issue tracking platform used by teams to plan, track, and manage work. Organizations use Jira to create and manage issues such as tasks, bugs, and stories across projects.

The Alchemer integration with Jira enables organizations to send survey data to Jira in real time when a response is submitted. Teams can create, update, and upsert issues, and retrieve issue data to personalize surveys and enrich responses. By keeping Jira synchronized with survey data and automating issue management, this integration reduces manual data entry and helps teams act on feedback faster.

Common uses for the Alchemer Jira integration

- Create Jira issues from survey responses to automatically capture feedback, bugs, or requests.
- Update existing Jira issues with survey data.
- Upsert issues to update a matching issue or create a new one when none is found.
- Retrieve Jira issue data to personalize surveys and enrich responses.

What can the Alchemer Jira integration do?

- [Upsert issue](#)
- [Update issue](#)
- [Create issue](#)

You will need

- Jira authentication (sign in with your Jira account). See [Jira authentication](#).
- Your Jira site, project, and issue type
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
 - [Contact us](#) if you are unsure if your plan includes integrations.

Setup Alchemer Jira integration in surveys

Jira | Upsert issue

Upsert an issue in Jira. If a single matching issue is found it is updated; if none is found a new issue is created.

You will need:

- Jira authentication
- Your Jira site, project, and issue type
- Survey fields used to find the issue
- Survey fields used to upsert the issue

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.
4. Select **Jira**.
5. Select **Jira | Upsert issue**.
6. **Jira | Authentication:** Select an existing authentication or [create a new one](#).
7. **Jira | Select site:** Select the Jira site you want to use from the dropdown.
8. **Jira | Select project:** Select the Jira project you want to use from the dropdown.
9. **Jira | Select issue type:** Select the Jira issue type you want to use from the dropdown.
10. **Jira | Find issue:** Select the survey fields that contain the values you want to use to find the issue in Jira. Use the Data prep options to control how inputs are handled (for example, strip HTML tags from inputs).
11. **Jira | Upsert issue:** Select the survey fields that contain the values you want to use to upsert the issue in Jira.
 - **New issue:** if no matching issue is found, your Find and Upsert field mappings are combined to create a new Jira issue.
 - **Existing issue:** if a single matching issue is found, only your Upsert fields are applied to it.
 - **Important:** if more than one matching issue is found, no update is made. Map fields that uniquely identify the issue so the search returns a single result.
 - **Note:** for any fields that may require an array, use a comma-separated list in your Alchemer field.
12. **Jira | Get data back:** Select the Jira fields you want returned and map each to the Alchemer survey field you want to update.

13. Save the action.

Status codes

- 200: Successfully upserted Jira issue
 - 202: Multiple Jira issues were found. No issues were updated
 - 400: The external integration returned an error
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Jira | Update issue

Update an issue in Jira.

You will need:

- Jira authentication
- Your Jira site, project, and issue type
- Survey fields used to find the issue
- Survey fields used to update the issue

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.
4. Select **Jira**.
5. Select **Jira | Update issue**.
6. **Jira | Authentication:** Select an existing authentication or [create a new one](#).
7. **Jira | Select site:** Select the Jira site you want to use from the dropdown.
8. **Jira | Select project:** Select the Jira project you want to use from the dropdown.
9. **Jira | Select issue type:** Select the Jira issue type you want to use from the dropdown.
10. **Jira | Find issue:** Select the survey fields that contain the values you want to use to find the issue in Jira. Use the Data prep options to control how inputs are handled (for example, strip HTML tags from inputs).
11. **Jira | Update issue:** Select the survey fields that contain the values you want to use to update the issue in Jira.
12. **Jira | Get data back:** Select the Jira fields you want returned and map each to the Alchemer

survey field you want to update.

13. Save the action.

Status codes

- 200: Successfully updated Jira issue
 - 201: Query ran successfully, but no Jira issues were found
 - 202: Multiple Jira issues were found. No issues were updated
 - 400: The external integration returned an error
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Jira | Create issue

Create an issue in Jira.

You will need:

- Jira authentication
- Your Jira site, project, and issue type
- Survey fields used to create the issue

Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Your Integrations** section.
4. Select **Jira**.
5. Select **Jira | Create issue**.
6. **Jira | Authentication:** Select an existing authentication or [create a new one](#).
7. **Jira | Select site:** Select the Jira site you want to use from the dropdown.
8. **Jira | Select project:** Select the Jira project you want to use from the dropdown.
9. **Jira | Select issue type:** Select the Jira issue type you want to use from the dropdown.
10. **Jira | Create issue:** Select the survey fields that contain the values you want to use to create the issue in Jira.
11. **Jira | Get data back:** Select the Jira fields you want returned and map each to the Alchemer survey field you want to update.

12. Save the action.

Status codes

- 200: Successfully created Jira issue
 - 400: The external integration returned an error
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Testing and Validation

How to test

- Submit a survey response with data that triggers the integration action.
- Confirm the expected activity occurs in Jira (issue created, updated, upserted, or retrieved).
- Use the returned values and metadata to validate successful behavior.

How to verify results

- Check the impacted issue in Jira.
 - Ensure retrieved or updated values match expectations.
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Monitoring Integration Activity

Where to find logs

- Go to Results → Individual Responses.
- Select the response you want to inspect.
- Open the Action Log tab.

What logs display

- Success or failure status
 - Timestamp
 - Input and output values
 - Returned status codes from Jira
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Troubleshooting

Authentication issues

- Incorrect or expired OAuth session
- User lacks permission to access or modify the Jira issue

Lookup failures

- Invalid identifier values
- No matching issues, or more than one match when a unique result is required

Mapping errors

- Unsupported or invalid fields
- Incorrect formatting (for array fields, use a comma-separated list)

API errors

- Validation issues
 - Endpoint restrictions
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FAQs

What permissions do I need?

Integration Manager in Alchemer and a Jira account with rights to view or edit the referenced issues.

When does the integration run?

In real time when a survey response is submitted.

Can I use multiple Jira actions in one survey?

Yes. Actions can run independently or in sequence.

Why isn't my data updating?

Check the Action Log for lookup issues, mapping problems, or API errors.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

Related Articles