



Create Tickets with JIRA

Date created: 01-08-2022

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Table of Contents

Overview	3
Key features of this integration:	3
Creating JIRA Tickets	4
JIRA ticket fields	6
Ticket Types.....	6
1. Question Ticket	6
2. Bug Ticket	6
3. Problem Ticket	6
4. Improvement Ticket.....	7
Read List of Assignees from JIRA	8
Read the list of Sprints from JIRA.	9
Sprint Report	9
Steps to Install	10
1. Steps to install IFlows.....	10
2. Testing.....	10
Configurable Parameters	11
Reference	12

Overview

For creating Ticket

This package delivers standalone sample Integration Flows for Creating the Tickets in JIRA.

This kind of integration helps to compare planned, scheduled, or executed hours and connect them with SAP finances, automating reports delivery, helping project timeline analysis, or connecting tasks with financial data points.

JIRA software is used for bug tracking, issue tracking, and project management. The basic use of the JIRA tool is to track issues and bugs related to your software and Mobile apps.

It is also used for project management. The JIRA dashboard consists of many useful functions and features that make handling issues easy.

Key features of this integration:

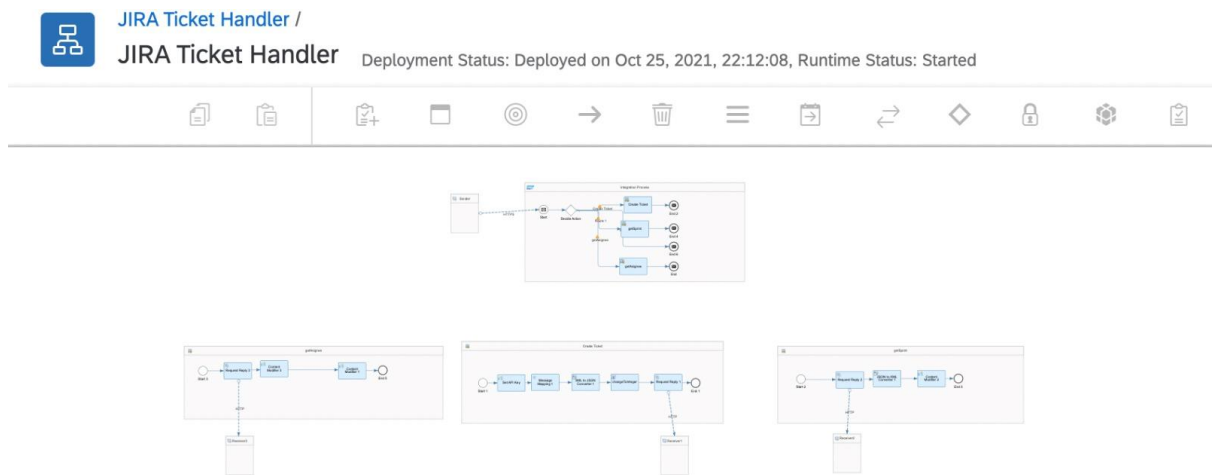
- Automatic creation of JIRA Projects based on SAP Project Management.
- Synchronization of SAP Project Management structure with JIRA project structure.
- Aggregation of planned and actual data on JIRA EPIC level.
- Synchronization of detailed planning data from JIRA to SAP.

Creating JIRA Tickets

The ticket creation screen is divided into two parts: the first tab, **Main fields**, displays the main fields that you need to fill in (title, description, priority, version), and the second tab, **Advanced fields**, presents options fields or fields that are less important for the ticket's resolution.

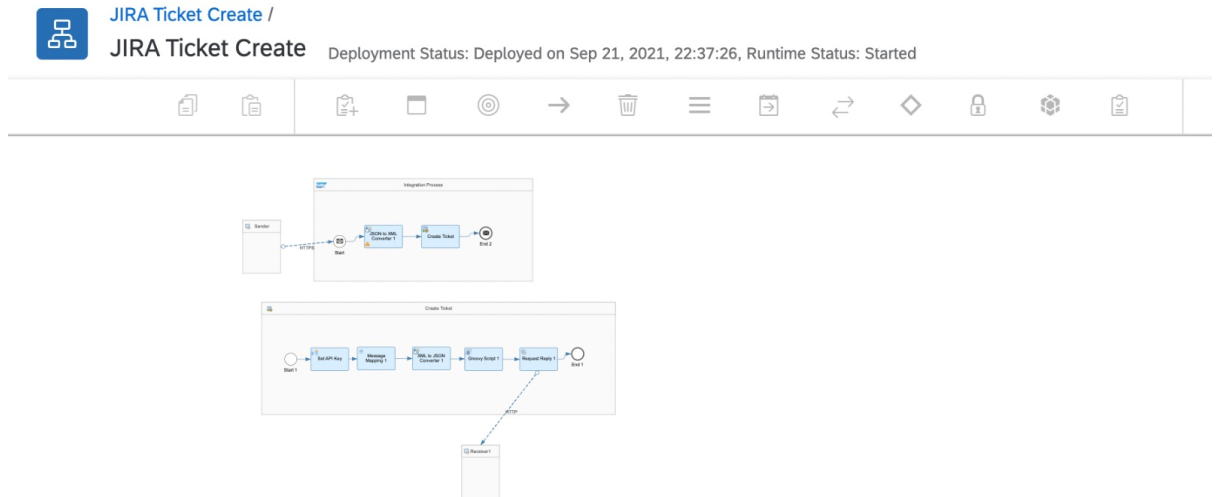
To create a JIRA ticket:

1. In JIRA, click on **Create Issue**.
2. Select the project **Support Abusiness Connect**.



3. Fill in the description as precisely as possible. Depending on the type of your issue, provide the appropriate items in the following list:
 - steps to reproduce the issue
 - logs
 - screenshots
 - customer development
 - environment. See below for detailed field descriptions.

4. Click on the **Create** button.



Projects / DOSTADDON

Backlog

AS H DS A Epic Versions Label Type Insights

UNIT TEST DOST Addon 2 Sep - 17 Sep (30 issues) 0 0 0 Complete sprint

Complete all Process Monitor reported Errors

DOS-300	[Warning!] This record was not saved because there were no new changes compared to the existing record.	ON-HOLD	A
DOS-301	SUPPORT CHECK STATUS OF MSGS	OPEN	H
DOS-313	Value Map transport is not wokring	OPEN	
DOS-314	Create Ticket and Bell icon in all pages	COMPLETE	

JIRA ticket fields

If possible, this is the list of fields you should fill in when you create a new ticket. The other fields will be filled in by the Abusiness Support team when the ticket is analyzed.

Ticket Types

The ticket's content depends on the ticket type and is necessary to its process. You should then carefully fill all required fields.

1. Question Ticket

You must describe precisely what information you're looking for or what you're trying to do, providing the context of the question so we can give an accurate answer.

Suppose the question is too complex or too dependent on the business context. In that case, the Support team can suggest a consulting service so Abusiness can analyze the customer needs more precisely and provide a complete answer.

2. Bug Ticket

First, you must check if it is a bug from the Abusiness Platform and not a problem, i.e., an incident linked to the customer's developments. Check your scenario can be reproduced on a stock Abusiness Platform without the customer's plugins or Studio customizations.

If not sure, it is better to create a "Problem" issue for which the customer provides more information.

In case of a bug, it is essential to provide the Support team with a way to reproduce the bug. You must provide:

- The step-by-step scenario to reproduce the bug.
- The server logs: you can try to extract the last stack trace from the console or the server.log file or the message displayed on the web user interface.
- A screenshot shows the user interface before and after the bug, if relevant.

Even if only one of these elements might be enough to identify the bug, the better the bug is described, the quicker and more efficiently the bug will be fixed.

3. Problem Ticket

This type is for incidents linked to the customer's developments. In that case, you must provide the elements needed in case of a bug, and you should also:

- Provide the plugins you developed and the developments you think are related to the problem (Java classes, templates, unit tests, XML configuration files).
- Identify the last changes done on the platform since it worked fine.

If you work with Abusiness, you will probably keep working on your project as Abusiness works on the ticket. In that case, Abusiness needs to work on a frozen version of the project. To enable that, you can:

- Attach the Studio plugin (.jar file) used during the tests to the JIRA ticket.
- Put a tag on the Studio project, named from the JIRA ticket.

It is essential to identify the date at which the incident occurred in a production environment to find the corresponding errors in the logs.

4. Improvement Ticket

This type is for behaviors not available by default on the Abusiness Platform and that you would like to implement. It enables you to ask the Abusiness team for advice or promising practices to implement new behavior. You need to indicate the wanted behavior and possible constraints in the Description field for this ticket type.

Read List of Assignees from JIRA

To get the list of assignees from JIRA, we can try Time in Status for JIRA Cloud, which generates seven types of reports, including **Time in Status** and **Assignee Time Report**. We will get the info about who has been assigned to each issue and how long they stay in each status.

Using our DOST Add-on®, you can see the list of assignees from JIRA, and it also enables you the create Tickets.

The image shows a 'Ticket Details' form on the left and a 'Sprint' assignee list on the right. A blue box labeled 'Create Ticket' has an arrow pointing to the 'Assignee:' field in the ticket form. A yellow box highlights the 'Assignee:' field, and a yellow arrow points from it to the 'Sprint' panel. The 'Sprint' panel shows a list of assignees with a search bar at the top.

Ticket Details

- *IssueType: Bug
- *Summary: SAP Integration
- *Description: The invoice dates and not constant from last 10th of January.
- *SprintNum: DOST TEST Sprint 1
- Assignee: [Empty field]
- StartDate: Enter Start Date ...
- EndDate: Enter End Date ...

Sprint

- Search
- Catherine Brink (SMB5100-KLKEK6TORE71)
- Akhil Aravindakshan (aaravindakshan)
- Andres Betancur (abetancur)
- Abhilash Nair (abhilash.nair)
- Abhishek Khandelwal (abhishek.khandelwal)
- Ashley Cantrell (acantrell)
- Abdulai Caulker (acaulker)
- Adara Pittman (adara.pittman)

Buttons: Save, Cancel

Read the list of Sprints from JIRA.

To know whether the sprints are active or not, try with a filter

Create a filter using the following JQL and save it. The query will get all issues that are in an Open Sprint:

sprint in openSprints() ORDER BY Rank

Create a new board that uses the filter created earlier.

Open the board and go to the Backlog view to see a list of all the open Sprints and the issues in the Sprints. Backlog view is used to view the Sprints.

Sprint Report

The image shows the Sprint Report

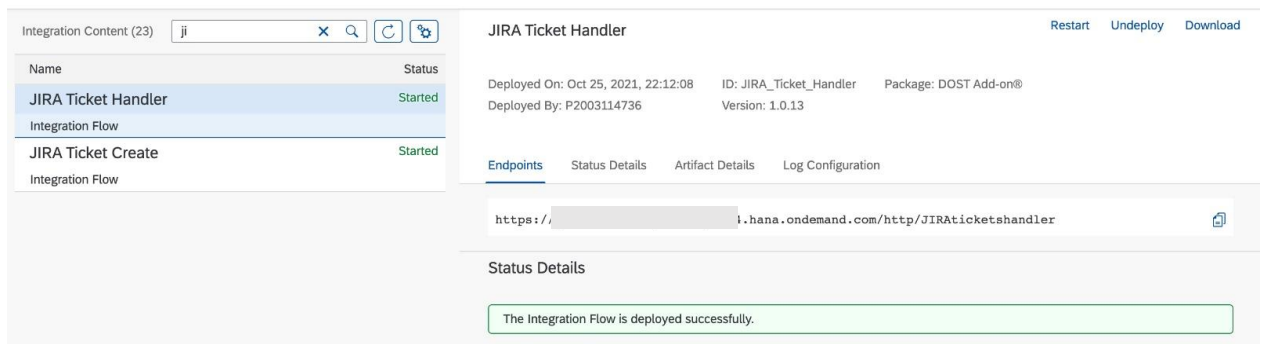
- Condense Burndown chart.



Steps to Install

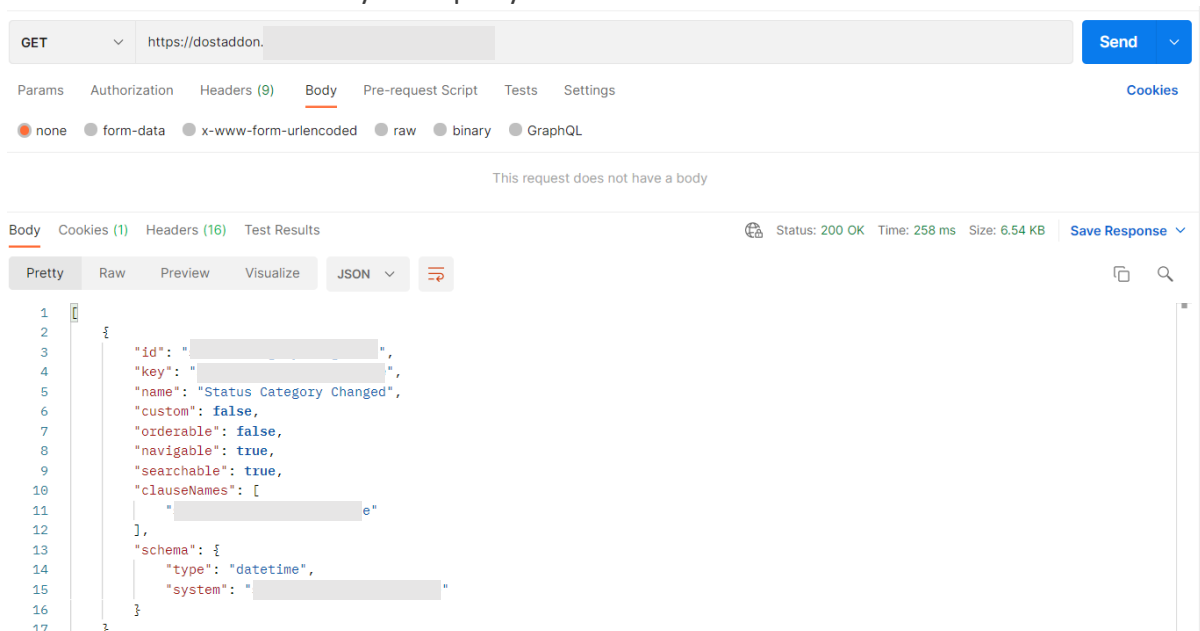
1. Steps to install IFlows.

- Download the proprietary packages delivered by Abusiness.
- Load them in your tenant.
- Configure the Iflow for your JIRA system.
- Create security artifacts.
- Install certificates if not installed already into the fiesta.
- Click deploys, and your integration is ready to use.



2. Testing

1. Once deployed, you can call the APIs with a request message with Postman or contact Abusiness for any testing installation support at support@Abusinesstech.com.
2. You can use Postman or any third-party HTTP client to test the IFlows.



3. Complete list of test cases will be provided upon purchase, and ABT support will ensure a fully validated product is shipped to your environment.

Configurable Parameters

The **JIRA_API** is the receiver that is present in the Artifact. The Adapter type used is HTTP. In the connection section, we can find the address of our artifact. Various adapters have been used in the entire integration flow. The mainly used adapters are Content Modifier, which allows us to modify a message by changing the content of the data containers involved in message processing.

For the Authentication in JIRA, we use API Keys. An API key is a simple encrypted string that identifies an application without any principal. They help access public data anonymously and associate API requests with the project for quota and billing.

Reference

If you are interested in using this JIRA Integration package for creating, reading, and assigning tickets, please contact:

- Jaspreet Bagga (jbagga@abusinessstech.com) or
- Abunesstech (support@abusinessstech.com)