Jira Service Desk

Introduction

Xporter for Jira is now available on the Jira Service Desk Customer Portal, which allows you to export a template from it.

Prerequisites:

- Jira Service Desk 3.2.0
- Xporter 5.0.0

> ⓘ For more information about the Jira Service Desk, please refer to the Atlassian documentation here.

Before you can export in the JSD Customer Portal using the Export menu, configure the Xporter app first.

How to perform

1) Configure Global Settings

Please go to the Integration page on the JIRA Administration section, and check the Jira Service Desk section.

Jira Service Desk

Enable Xporter on Ticket Detail	● On ○ Off This option will turn Xporter available on Jira Service Desk - Ticket detail.
Enable Xporter on My Requests	● On ○ Off This option will turn Xporter available on Jira Service Desk - My Requests.
Enable Xporter on Jira Service Desk Queues	● On ○ Off This option will turn Xporter available on Jira Service Desk Queues.

1. Enable Xporter on Ticket Detail:

2. Enable Xporter on my Requests:

3. Enable Xporter on JIRA Service Desk Queues

2) Add template with Jira Service Desk scope

Please be aware that Xporter has two different scopes for JIRA Service Desk:

- **JSD Request Detail**: Allows you to use the current template on the Service Desk request details.

Help Center / DESK / DESK-1

What am I looking at? WAITING FOR SUPPORT

Comment on this request...

Details   3 days ago 1:56 PM

Description

- You are now looking at an issue in one of your preset queues. This is where your agents work on your end users' requests.
- On your left hand side are the queues where you can easily see all requests coming from your end users.
- You can also see what this issue looks like in the Customer Portal by selecting the **View customer request** link to the right.

Got it? Now click **Resolve this issue** and add a comment to complete this request.

- Don't notify me
- Share
- Escalate
- Resolve this issue
- Cancel request
- Xporter

Shared with

Andre Fernandes Rodrigues
Creator

- **JSD Request List**: Xporter allows you to use the current template on the Service Desk customer portal where all the requests are listed. Furthermore, Xporter also will be available on the approvals list.

Help Center

Requests

Xporter

Open requests ⌄	Created by me ⌄	Any request type ⌄	Search for requests		

Type	Reference	Summary	Service desk	Status	Requester
??	DESK-1	What am I looking at?	DESK	WAITING FOR SUPPORT	Andre Fernandes Rodrigues
??	SAMP-1	What am I looking at?	SAMP	WAITING FOR SUPPORT	Andre Fernandes Rodrigues
??	JSD-1	What am I looking at?	JSD	WAITING FOR SUPPORT	Andre Fernandes Rodrigues

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Help Center

Approvals

Xporter

Waiting for my approval ⌄	Any request type ⌄	Search for requests	

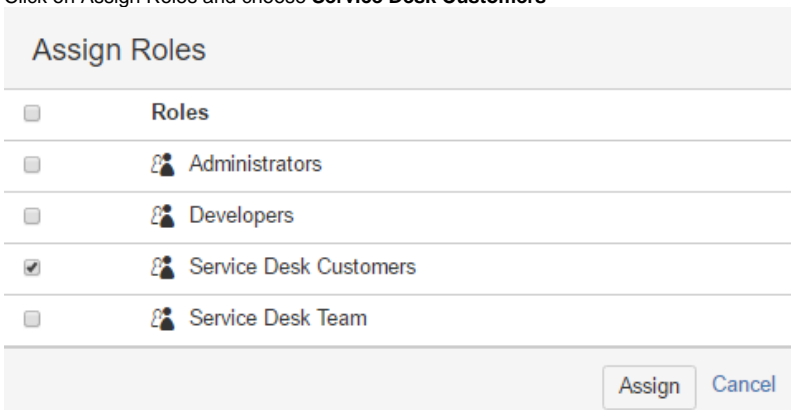| Type	Reference	Summary	Service desk	Status	Requester
🖥	SD2-21	asdasdasd	SD2	WAITING FOR APPROVAL	ASD
🖥	SD2-20	asdasd	SD2	WAITING FOR APPROVAL	ASD
🖥	SD2-19	asdasd	SD2	WAITING FOR APPROVAL	ASD

3) Permissions

Permission schemes allow administrators to define which Projects, Issue Types, User Roles, and Groups will be available to use Xporter, as well as manage the templates allowed to be used in each of those available Issue Types.

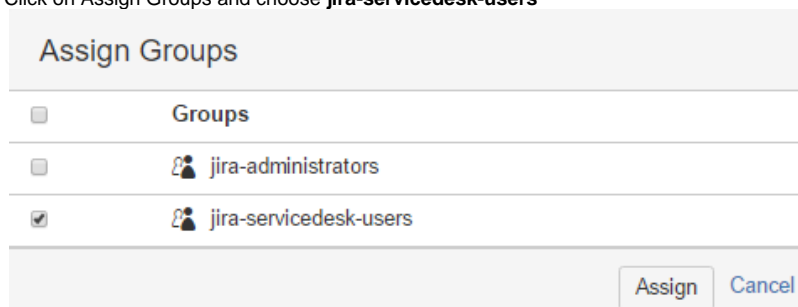ⓘ   For more information, please check our documentation here.

On the **Permission Schemes** in the Xporter for Jira administration section Apps page of the Jira Administration, click the **Permissions** link. You should see link *Assign.*

- Click on Assign Roles and choose **Service Desk Customers**

Assign Roles

	Roles
☐	👥 Administrators
☐	👥 Developers
☑	👥 Service Desk Customers
☐	👥 Service Desk Team

Assign   Cancel

- Click on Assign Groups and choose **jira-servicedesk-users**

Assign Groups

	Groups
☐	👥 jira-administrators
☑	👥 jira-servicedesk-users

Assign   Cancel

4) Customer Portal

If you have access to the customer portal of a particular issue, you will be able to export the document.
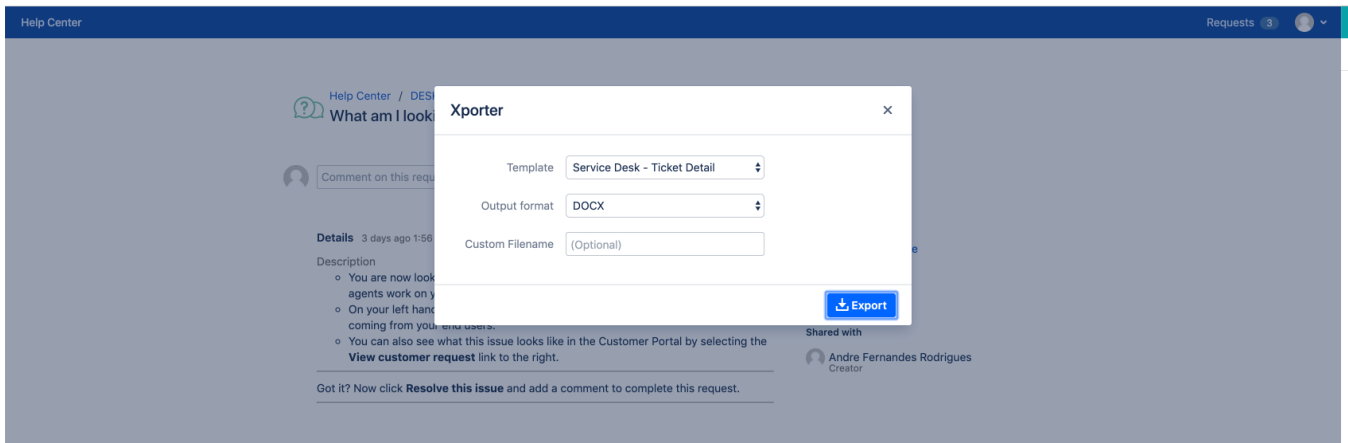
Getting the value of SLA

You can extract the time of SLA data from the JSD.

Definition

Let's imagine that the SLA is the Time to Resolution custom field. The definition will be:

${Time to Resolution}

In order to export with friendly value, we must use the "Formatted" word.

${Time to Resolution Formatted}

That´s it. There´s no special configuration to be made in order for this to work. The time is exported in milliseconds.

Example

Below we have the **Time to first response** and **Time to resolution.**
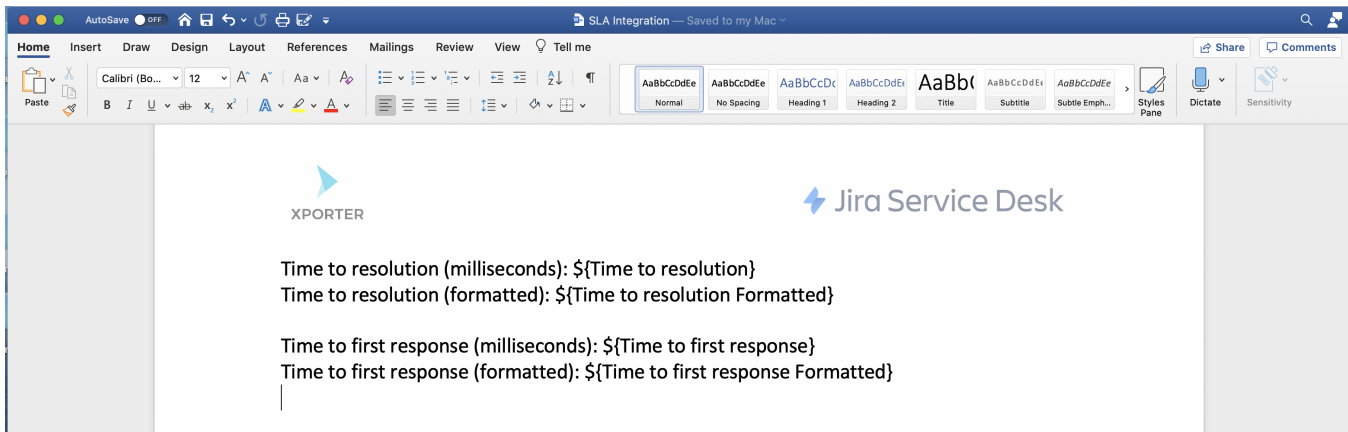
This translates to a Word document template as resolved by Xporter for Jira:

Time to resolution (milliseconds): 27594497

Time to resolution (formatted): 7h 39m

Time to first response (milliseconds): 13194491

Time to first response (formatted): 3h 39m

Furthermore, you are able to export more information related to SLA. Each SLA has information on when it started and stopped, and whether it breached the SLA goal. The notation is:

${<SLA custom field>.<Field>}

SLA fields	Description
elapsedTime	Returns the total time the SLA has been running
elaspedTime Formatted	Returns the total time the SLA has been running formatted with friendly value
startTime	Returns the date when the SLA started
stopTime	Returns the date when the SLA stopped
goalDuration	Returns the date with the SLA duration
goalDuration Formatted	Returns the date with the SLA duration formatted with friendly value
breached	Returns a boolean if the SLA is breached
paused	Returns a boolean if the SLA is paused
withinCalendarHours	Returns a boolean if the SLA is within calendar hours

Expand to see the sample code

```
Let's imagine that the SLA is the Time to Resolution custom field:


Time to resolution: ${Time to resolution}
Time to resolution formatted: ${Time to resolution Formatted}
Elapsed Time: ${Time to resolution.elapsedTime}
Elapsed Time Formatted: ${Time to resolution.elapsedTime Formatted}
Start Time: ${Time to resolution.startTime}
Start Time Formatted: ${dateformat("yyyy-MM-dd"):Time to resolution.startTime}
Stop time: ${Time to resolution.stopTime}
Stop Time Formatted: ${dateformat("yyyy-MM-dd"):Time to resolution.stopTime}
Goal Duration: ${Time to resolution.goalDuration Formatted}
Goal Duration Formatted: ${Time to resolution.goalDuration Formatted}
Paused: ${Time to resolution.paused}
Within Calendar Hours: ${Time to resolution.withinCalendarHours}
```

ⓘ   The field ${Time to resolution} will be responsible to return the remaining time of the SLA custom field

Export Internal Comments

Xporter V5.3.0 and higher allows you to export the internal value of a comment.

This can also be used to filter the internal comments.

Definition

#{for comments}

${Comments[n].Internal}

#{end}

How to use to filter comments

To return only the Internal Comments:

#{if (%{${Comments[n].Internal}})} or #{if (%{'${Comments[n].Internal}'.equals('true')})}

To retrive only the public comments:

#{if (%{!${Comments[n].Internal}})} or #{if (%{'${Comments[n].Internal}'.equals('false')})}

Example:

#{for comments}

#{if (%{${Comments[n].Internal}})}

Author: ${Comments[n].Author}

Body: ${Comments[n].Body}

#{end}

#{end}

Export Jira Service Desk Approvals

The Jira Service Desk allows you to add an approval step to a status in a workflow, in case approval is needed for issue types (and their associated request types).

Xporter for Jira allows the exporting of Jira Service Desk Approvals and the relevant information about the approval and the respective approvers.

As it is not known in advance how many approvals exist for an issue, you can iterate a section over all the approvals of an issue and all the approvers and respective decision. This allows you to create a table that dynamically grows according to the number of existing approvals. The notation is:

Approvals Fields	Description
Name	The name of the approval
Final Decision	The decision about the approval (Approved, Declined or pending)
Can Answer Approval	This field returns true or false in order to know if the approval was closed or if stills pending
Created Date	The date the approval was posted
Completed Date	The date the approval was completed with all users answers

In order to extract more information from Approvals, it is possible to get information from the approvers and the decision of each one:

Users Approvals Field	Description
Approver Name	This field returns the name of the approver
Email Address	This field returns the email address of the approver
Approver Decision	The response of the approver about the approval

Now, here's an example of an Xporter for Jira template to get all the approvals of an issue and the information about each approver:

ISSUE ${Key}

#{for approvals}

Name:	${Approvals[n].Name}
Final Decision:	${Approvals[n].Final Decision}
Can answer:	${Approvals[n].Can Answer Approval}
CreatedDate:	${Approvals[n].Created Date}
CompletedDate:	${Approvals[n].Completed Date}

All users who voted from group **${Approvals[n].Name}**:

#{for q=Approvals[n].UsersApprovalsCount}

Approver Name:	${Approvals[n].UsersApprovals[q].Approver Name}
Email Address:	${Approvals[n].UsersApprovals[q].Email Address}
Approver Decision	${Approvals[n].UsersApprovals[q].Approver Decision}

#{end}

#{end}

Expand to see the sample code

```
#{for approvals}
        ${Approvals[n].Name}
        ${Approvals[n].Final Decision}
        ${Approvals[n].Can Answer Approval}
        ${Approvals[n].Created Date}
        ${Approvals[n].Completed Date}

        Here, we are going to list all approvers data.
        #{for m=Approvals[n].UsersApprovalsCount}
                ${Approvals[n].UsersApprovals[m].Approver Name}
                ${Approvals[n].UsersApprovals[m].Email Address}
                ${Approvals[n].UsersApprovals[m].Approver Decision}
        #{end}
#{end}

or

#{for <VariableName>=ApprovalsCount}
   Content and Issue Mappings. Example: ${Approvals[VariableName].Field}
#{end}
```

Export Jira Service Desk Request Type

Xporter for Jira allows the exporting of Jira Service Desk Request Type (Request a new account, Get IT Help, Report a system problem, etc.)

Field	Description
Request type	This field returns the Request type

Export Jira Service Desk Customer Status

Xporter for Jira allows the exporting of Jira Service Desk Customer Status

Field	Description

Customer status	This field returns the Customer Status

Export Requests from an Organization

Xporter is available on JIRA Service Desk **organizations** directly from Customer Portal.

Organizations are groups of customers and customers can be members of multiple organizations.

After raising a request and share the request with the organization the user will be able to view and search the organization's requests from the **My Requests** page in the portal.

Xporter will allow uses to:

- **Export** shared requests with the organization.
- Organization member will be able to **export** the requests
- Requests that are **shared** with customers who belong to the same **organization.**

Note:

A user that belongs to an organization can only export issues that were created after the user was added to the organization.

The user can export the displayed issues only if he has an open ticket also listed.