Node Guide: Jira Node

Overview

The **Jira Node** is used to automatically create issues in your Jira board as part of a workflow. It connects with your Jira instance using API access and allows you to raise tickets based on dynamic input from your platform.

This node is useful when you want to integrate ticket creation into your automated processes, such as logging bugs, support requests, or technical issues based on user interactions or system events.

How It Works

When this node runs:

- It sends a request to the specified Jira API URL

- It uses the chosen authentication method to connect

- It creates an issue with the given details

- It captures the response from Jira, which can be stored in variables for later use

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What You Need to Configure

1. API URL

The endpoint of your Jira board where issues should be created.
 Example: `https://yourdomain.atlassian.net/rest/api/2/issue`

2. Authentication Method

How the node should connect to Jira. Supported options:

- Basic Authentication

- OAuth2

- Bearer Token

Choose based on your Jira setup.

3. Ticket Type

Specify the type of issue you want to create:

- Bug

- Support

- Technical
  This helps Jira categorize the ticket correctly.

4. Description

Provide the content or message for the issue. This can include static text or dynamic content pulled from earlier steps in the workflow.

5. Capture Response

You can choose to store the response code and response body (from Jira) in workflow variables. This helps in tracking the success or failure of the request and allows further actions based on Jira's response.

Output

- The node returns a **JSON response from Jira**, which includes:

  - Ticket ID

  - Issue key

  - Status code

  - Other metadata

- You can store and use this response in downstream nodes.

When to Use

Use the Jira Node whenever your workflow needs to:

- Log a bug reported through chat, email, or form

- Create support or service tickets based on user actions

- Automate issue tracking when something fails in your system

It helps keep your team informed and ensures no reported issue is missed.

Example Flow: Logging a Support Ticket from Chat

Scenario

A user sends a message through Microsoft Teams saying they're facing a login issue. The system should log this as a support ticket in Jira automatically.

Flow Steps

1. **Receive User Message**
   Trigger the flow when a message is received on Teams.

2. **Extract Message Content**
   Get the user's message, name, and channel.

3. **Generate Issue Description**
   Create a ticket description combining the user's message and metadata.

4. **Jira Node**
   Use the Jira Node to create a ticket in the Support category, using:

   - The Jira API URL

   - Proper authentication

   - Issue type as "Support"

   - The dynamically created description

   - Store the ticket ID and status in variables

Summary of the Flow

- A user writes: "I can't log into the system."

- The workflow builds a proper description using this message.

- The Jira Node creates a ticket on the board.

- The system can then send the user a reply with the ticket number or log it internally.