

**Step 1 - Salesforce**

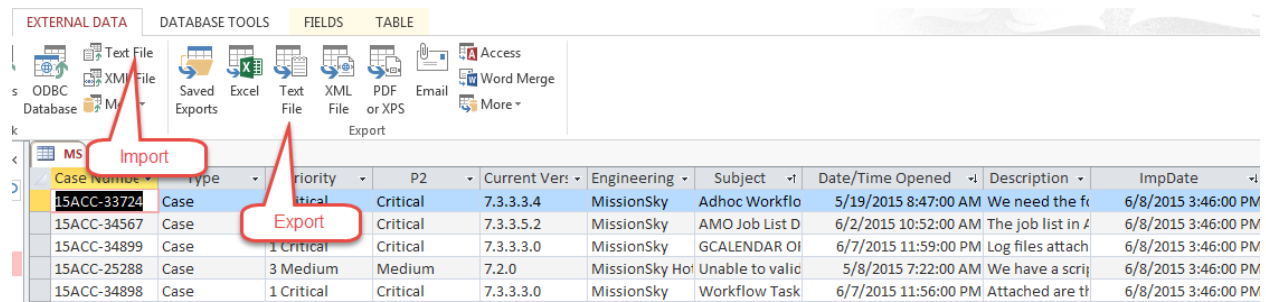
Action	Name
<input type="checkbox"/>	!! Daily Cases - MS
<input type="checkbox"/>	!!! MS Queue
<input type="checkbox"/>	!! Daily Cases - BYS
<input type="checkbox"/>	Engineering Queue Salesforce cases in Engineering queue

- Run SF report <!! Daily Cases - MS>  
Criteria  
Status = "Eng New"  
BZID = ""  
Engineering Assignment = "Mission Sky"
- Export result to \*.CSV file  
Fields:  
Case Number  
Type  
Priority  
Current Version  
Engineering Assignment  
Subject  
Date/Time Opened  
Description

**Step 2 - Excel**

	A	B	C	D	E	F	G	H	I	J
1	Case Num	Type	Priority	P2	Current V	Engineeri	Subject	Date/Time Opened	Description	ImpDate
2	15ACC-345	Case	1 Critical	Critical	7.3.3.3.4	MissionSk	Receiving	6/2/2015 11:40	We are ha	6/8/2015 15:46
3	15ACC-345	Case	2 High	High	7.3.3.4.0	MissionSk	AMO time	5/27/2015 11:26	Inspector	6/8/2015 15:46
4	15ACC-345	Case	1 Critical	Critical	7.3.3.3.0	MissionSk	Workflow	6/7/2015 23:56	Attached	6/8/2015 15:46
5	15ACC-338	Case	2 High	High	7.2.0	MissionSk	Schedulin	5/21/2015 11:10	Scheduli	6/8/2015 15:46
6	15ACC-345	Case	1 Critical	Critical	7.3.3.3.0	MissionSk	GCALEND	6/7/2015 23:59	Log files	6/8/2015 15:46
7	15ACC-345	Case	1 Critical	Critical	7.3.3.5.2	MissionSk	AMO Job I	6/2/2015 10:52	The job lis	6/8/2015 15:46
8	15ACC-237	Case	1 Critical	Critical	7.3.3.5.2	MissionSk	Failed gui	4/14/2015 15:03	Our Fire ir	6/8/2015 15:46

- Open Step 1 \*.CSV file in Excel
- Modifications:  
Change content to "Case" in Type column  
Remove the leading number in Priority column  
Remove space between Mission and Sky in Engineering Assignment column  
Add text "HotCase" after MissionSky if this case is marked as Hot Case today  
Insert column after Description called "ImpDate" and set to "=now()" for entire column  
Save file as current format (\*.csv)

**Step 3 - MS Access**

- Open MS Access with my case database file
- Import the Step 2 \*.CSV file
  - Options:
    - Append to "MS" table
    - Choice "Delimited" format
    - Choice "Comma" delimiter
    - Check "First Row Contains Field Names"
    - Select " as text qualifier
- Start import
- Open MS table in Access
- Export entire table to \*.CSV file

**Step 4 - Excel**

A	B	C	D	E	F	G	H	I	J
15ACC-252	Case	3 Medium	Medium	7.2.0	MissionSky HotCas	Unable to	5/8/2015 7:22	We have	6/8/2015 15:46
15ACC-252	Case	3 Medium	Medium	7.2.0	MissionSky HotCas	Unable to	5/8/2015 7:22	We have	6/8/2015 15:46
15ACC-337	Case	1 Critical	Critical	7.3.3.3.4	MissionSky	Adhoc Wc	5/19/2015 8:47	We need	6/8/2015 15:46
15ACC-345	Case	1 Critical	Critical	7.3.3.5.2	MissionSky	AMO Job l	6/2/2015 10:52	The job lis	6/8/2015 15:46
15ACC-345	Case	1 Critical	Critical	7.3.3.3.0	MissionSky	Workflow	6/7/2015 23:56	Attached	6/8/2015 15:46
15ACC-345	Case	1 Critical	Critical	7.3.3.3.0	MissionSky	GCALEND	6/7/2015 23:59	Log files	6/8/2015 15:46
				</					

- Open Step 3 exported \*.CSV file
- Mark the whole table
- Sort ImpDate column with "Newest to Oldest"
- Remove all previous rows that earlier than "Now()"
- \*\* Copy the first row and insert to first row (important)
- Save the file

**Step 5 - Jira**

Issues ▾ Agile ▾ Create

Current search  
Search for issues

RECENT ISSUES

- ENGSUPP-195 Cannot create two ...
- ENGSUPP-392 Receiving an error...
- ENGSUPP-173 Error in printing ...
- ENGSUPP-164 Batchjob keeps on ...
- ENGSUPP-378 ACA Timeout when I...

more...

**Import Issues from CSV**

FILTERS

- My Open Issues
- Reported by Me
- BYA-All
- BYS-ALL
- MS-ALL
- MS-Daily-Import
- Weekly Critical Stats

Manage filters

TIMESHEET

Subscriptions

6/8/2015 15:46  
(e.g. 6/8/2015 15:46)

7.2.0  
(e.g. 7.2.0)

Case  
(e.g. Case)

Medium  
(e.g. Medium)

Setup Settings Map fields Map value

Summary field mapping is required to enable import.

You can optionally map

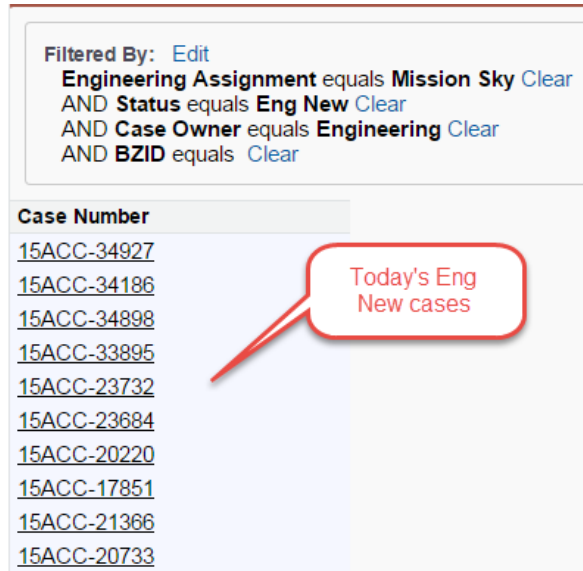
JIRA field	Map field value
→ Salesforce ID	<input type="checkbox"/>
→ Don't map this field	<input type="checkbox"/>
→ SF-Date/Time Opened	<input type="checkbox"/>
→ Don't map this field	<input type="checkbox"/>
→ Build Version	<input type="checkbox"/>
→ Don't map this field	<input type="checkbox"/>
→ Don't map this field	<input type="checkbox"/>

- Select drop menu “Issues” -> “Import Issues from CSV”
- Choose the Step 4 saved \*.CSV file
- Choose Import to Project = “Engineering Support (ENGSUPP)”
- Set Date format = “mm/dd/yyyy hh:mm”
- Map fields (example):

CSV Fields	Jira Fields
-----	-----
15ACC-25288 ->	Salesforce ID
3 Medium ->	Don't map this field
5/8/2015 7:22 ->	SF-Date/Time Opened
6/10/2015 16:00 ->	Don't map this field
7.2.0 ->	Build Version
Case ->	Issue Type
Medium ->	Priority
MissioinSky	Labels
Unable to ... ->	Summary
We have a scrip ... ->	Description

- Validate the data
- Start import

## Step 6 - Salesforce



- Run SF report <!! MS Queue>  
Criteria  
Status = "Eng New"  
BZID = ""  
Engineering Assignment = "Mission Sky"
- Export result to \*.CSV file  
Fields:  
Case Number

## Step 7 - PowerShell

```
PS L:\> get-content report1433804883696.csv | foreach-object { $sf + " ~ " + $_ + " OR "}
"SalesForce ID" ~ "Case Number" OR
"SalesForce ID" ~ "15ACC-34574" OR
"SalesForce ID" ~ "15ACC-34186" OR
"SalesForce ID" ~ "15ACC-34898" OR
"SalesForce ID" ~ "15ACC-33895" OR
"SalesForce ID" ~ "15ACC-34899" OR
"SalesForce ID" ~ "15ACC-34567" OR
"SalesForce ID" ~ "15ACC-23732" OR
"SalesForce ID" ~ "15ACC-20220" OR
"SalesForce ID" ~ "15ACC-17851" OR
"SalesForce ID" ~ "15ACC-17503" OR
"SalesForce ID" ~ "15ACC-19071" OR
"SalesForce ID" ~ "14ACC-03622" OR
"SalesForce ID" ~ "15ACC-20790" OR
"SalesForce ID" ~ "15ACC-20733" OR
"SalesForce ID" ~ "15ACC-21584" OR
"SalesForce ID" ~ "15ACC-22254" OR
"SalesForce ID" ~ "15ACC-24319" OR
"SalesForce ID" ~ "15ACC-25272" OR
"SalesForce ID" ~ "15ACC-25159" OR
"SalesForce ID" ~ "15ACC-25284" OR
"SalesForce ID" ~ "15ACC-25288" OR
"SalesForce ID" ~ "15ACC-23053" OR
"SalesForce ID" ~ "15ACC-24321" OR
"SalesForce ID" ~ "15ACC-25627" OR
"SalesForce ID" ~ "15ACC-25081" OR
"SalesForce ID" ~ "15ACC-33530" OR
"SalesForce ID" ~ "15ACC-33727" OR
"SalesForce ID" ~ "15ACC-33724" OR
"SalesForce ID" ~ "15ACC-33773" OR
```

- Launch PowerShell from command-line
- Enter the following command  
 PS> \$sf = ""SalesForce ID""  
 PS> get-content <saved.csv> | foreach-object { \$sf + "~" + \$\_ + " OR " }

## Step 8 - Jira

The screenshot shows the Jira search results for a saved search named "MS-Daily-New". The search criteria is a complex JQL query filtering by project (engsupp) and a long list of Salesforce IDs. The results table shows 5 issues:

Status	Key	Salesforce ID	T	P	Assignee	Summary	Fix Version/s	Labels
OPEN	ENGSUPP-384	15ACC-33727	I	↑	Lex.Wu	POLK_CO Electrical Services Missing on Some Addresses		MissionSky
IN PROGRESS	ENGSUPP-270	15ACC-33895	I	↑	Sandy Zheng	Scheduling inspection issue		MissionSky
PENDING	ENGSUPP-235	15ACC-33530	I	↑	Gordon Chen	FW: Hotfix 12 error during installation		MissionSky
IN PROGRESS	ENGSUPP-160	15ACC-20220	I	↑	Hyman Zhang	Expressions Not Triggering		MissionSky
IN PROGRESS	ENGSUPP-150	15ACC-	I	↑	Peter Peng	AMO Inspections and/or Record gets locked		MissionSky

- Copy the PowerShell output and paste into Jira search screen
- Save the Search to MS-Daily-New
- Copy the URL <https://accelaeng.atlassian.net/issues/?filter=14125>