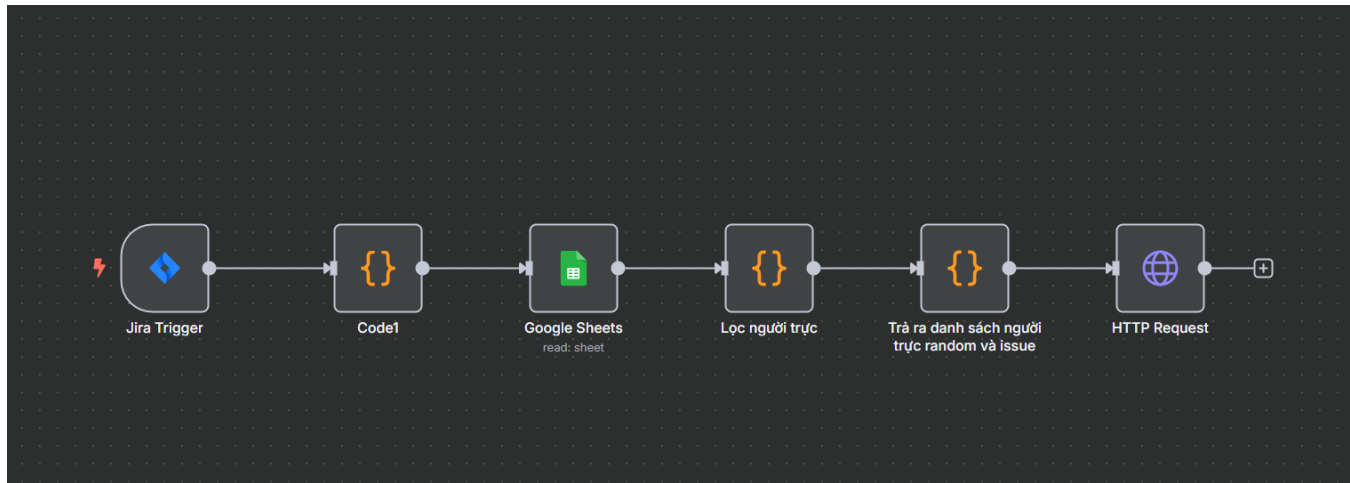


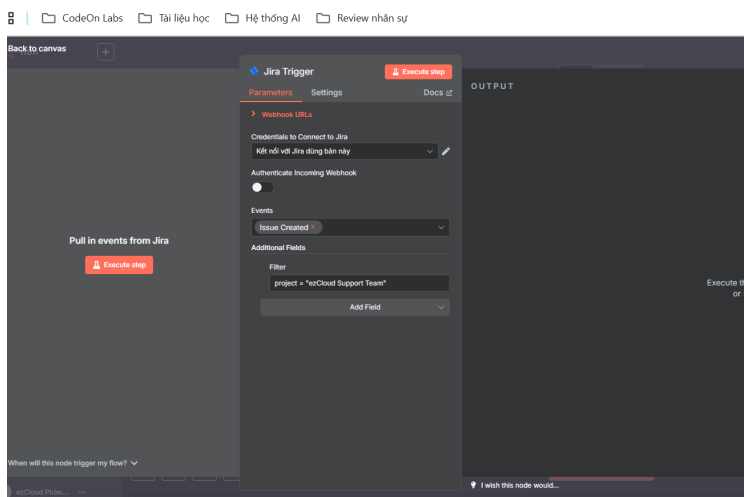
## .2. T? ??ng assigne issue ??n nhân viên CSKH theo l?ch tr?c vV1.0



### Node 1: Dùng Jira trigger ?? nh?n di?n khi có 1 issue m?i ???c t?o

Event: Issue created

project = "ezCloud Support Team"



### Node 2: Dùng code ?? l?y th?i gian issue ???c t?o hi?n t?i => Ca tr?c hi?n t?i

```
const now = new Date();
const locale = 'vi-VN';
const timeZone = 'Asia/Ho_Chi_Minh';

const vnTime = now.toLocaleString('en-US', {
  timeZone,
  hour: '2-digit',
  minute: '2-digit',
  hour12: false
});
```

```

const vnDate = now.toLocaleDateString(locale, {
  timeZone,
  day: '2-digit',
  month: '2-digit',
  year: 'numeric'
});

const vnWeekday = now.toLocaleDateString('en-US', { weekday: 'long', timeZone });

const [hourStr, minuteStr] = vnTime.split(':');
const hour = parseInt(hourStr, 10);
const minute = parseInt(minuteStr, 10);
const totalMinutes = hour * 60 + minute;

const isWeekend = (vnWeekday === 'Saturday' || vnWeekday === 'Sunday');

let shifts = [];
let shiftCodes = [];

if (!isWeekend) {
  if (totalMinutes >= 0 && totalMinutes < 930) {
    shifts.push('Ca sáng');
    shiftCodes.push('S');
  }
  if (totalMinutes >= 780 && totalMinutes < 1440) {
    shifts.push('Ca chi?u');
    shiftCodes.push('C');
  }
  if (totalMinutes >= 510 && totalMinutes < 1080) {
    shifts.push('Ca hành chính');
    shiftCodes.push('HC');
  }
} else {
  if (totalMinutes >= 0 && totalMinutes < 900) {
    shifts.push('Ca sáng');
    shiftCodes.push('S');
  }
  if (totalMinutes >= 810 && totalMinutes < 1440) {
    shifts.push('Ca chi?u');
    shiftCodes.push('C');
  }
  if (totalMinutes >= 510 && totalMinutes < 1080) {
    shifts.push('Ca hành chính');
    shiftCodes.push('HC');
  }
}

if (shifts.length === 0) {
  shifts.push('Ngoài gi?');
  shiftCodes.push('-');
}

return [{
  json: {
    currentDate: vnDate,
    currentTime: `${hourStr}:${minuteStr}`,
    weekday: vnWeekday,
    isWeekend,
    matchedShifts: shifts,
    matchedShiftCodes: shiftCodes
  }
}];

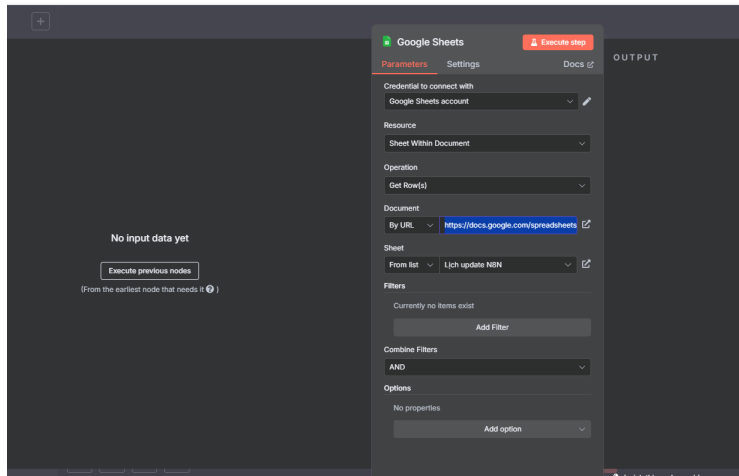
```

## Node 3: ??i chi?u v?i file google sheet ?? suy ra ai là ng??i tr?c khi issue ?ó ???c t?o

Operation = Get row(s)

URL: (link file l?ch tr?c)

From list: Sheet l?y l?ch tr?c



## Node 4: Dùng code ?? l?c ng??i tr?c khi ??i chi?u v?i file l?ch tr?c

```
// L?y d? li?u t? node Google Sheets
const rows = $input.all().map(e => e.json);

// Thi?t l?p ngày c?n ki?m tra và các ca c?n ??i chi?u
const targetDate = $('Code1').first().json.currentDate;
const matchedShiftCodes = $('Code1').first().json.matchedShiftCodes;

// M?ng k?t qu?
const result = [];

for (const row of rows) {
  const shift = row[targetDate];
  if (matchedShiftCodes.includes(shift)) {
    const name = row['Tên nhân viên'];
    const email = row['accountID']; // Tr??ng này là accountID, không ph?i email n?a
    const accountId = row['accountID'];
    if (name && name.trim() !== '') {
      result.push({
        name: name.trim(),
        shift: shift,
        date: targetDate,
        email: email?.trim() || '',
        accountId: accountId || ''
      });
    }
  }
}

return result;
```

## Node 5: Dùng code ?? tr? ra id c?a issue và random ng??i nh?n b?t k? theo l?ch tr?c ó

```
const inputs = $input.all().map(item => item.json);

// Tách issueKey và thông tin t? Jira Trigger
const jiraTriggerData = $('Jira Trigger').first().json;
const issueKey = jiraTriggerData.issue?.key || '';
const phuongThucObj = jiraTriggerData.issue?.fields?.customfield_11644 || {};

// L?y giá tr? value bên trong customfield_11644
const phuongThucTiepNhan = phuongThucObj.value || '';

// Ki?m tra n?u ph??ng th?c ti?p nh?n n?m trong danh sách lo?i tr?
const phuongThucLoaiTru = ['T?ng ?ài', 'Live chat', 'Call CSKH'];
if (phuongThucLoaiTru.includes(phuongThucTiepNhan.trim())) {
  return []; // Không tr? k?t qu? n?u b? lo?i
}
```

```

// Tách d? li?u l?u index (có field "data")
const storageItem = inputs.find(item => Object.keys(item).includes('data'));
const lastIndex = parseInt(storageItem?.data ?? '-1', 10);

// Tách danh sách ng??i tr?c (không có 'issueKey' và 'data')
const people = inputs.filter(item =>
  !Object.keys(item).includes('data') &&
  !Object.keys(item).includes('issueKey')
);

// Tính ng??i k? tí?p (quay vòng)
const nextIndex = (lastIndex + 1) % people.length;
const assignee = people[nextIndex];

// Tr? k?t qu? g?m: ng??i ???c ch?n, index m?i, issueKey và ph??ng th?c tí?p nh?n
return [
  {
    json: {
      ...assignee,
      assigneeIndex: nextIndex,
      issueKey: issueKey,
      phuongThucTiepNhan: phuongThucTiepNhan
    }
  }
];

```

## Node 6: Update issue trên Jira

**Method: PUT**

**URL:** `https://jira.ezcloudhotel.com/rest/api/2/issue/{{ $json.issueKey }}`

**Header:**

Content-Type: application/json

```

Body: {
  "fields": {
    "assignee": {
      "name": "{{ $json.accountId }}"
    }
  }
}

```

Operation

Operation

Operation