

## JIRA request approval process

### Before you begin

1. Need a JIRA account
2. Role required : Admin

### About this task

To approve/reject JIRA requests from remix labs using API integration.

### Procedure

1. Obtain **API token**:
  - a) Log in to <https://id.atlassian.com/manage/api-tokens>.
  - b) Click **Create API token**.
2. Get a list of all pending requests from JIRA:
  - a) Make a GET request to <https://remixlabs.atlassian.net/rest/servicedeskapi/request>.
  - b) In headers section use the base64 encoded username:API token for authorization.
3. Get details of a particular request:
  - a) You will get a **SELF** url for every request in the body of the above mentioned API call.
  - b) Make a GET request to that URL to get all the details of that particular request.
  - c) Make a GET request to **SELF + "/approval"** endpoint to get the approval URL.
4. Approve or Reject the request:
  - a) Make a GET request to approval URL obtained from the above request to approve or reject the request.
  - b) The body of the request should be:

```
{"decision": "approve"/"decline"}
```

### References

1. Authentication:  
<https://confluence.atlassian.com/cloud/api-tokens-938839638.html>
2. Requests:  
<https://developer.atlassian.com/cloud/jira/service-desk/rest/#api-rest-servicedeskapi-request-get>
3. Approvals:  
<https://developer.atlassian.com/cloud/jira/service-desk/rest/#api-rest-servicedeskapi-request-issueIdOrKey-approval-approvalId-post>