

How to create a form to create a Jira issue from Confluence

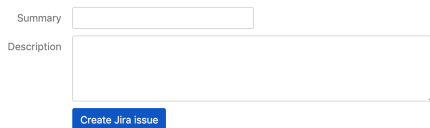
Creating Jira issues with ConfiForms app for Confluence cloud uses the same concepts and approach as the server/data center version

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Especially to the demos around creating Jira issues via web service connections. As this is exactly the method used in ConfiForms app for Confluence cloud

Here is a step by step tutorial on how to setup a form in Confluence cloud to create issues in JIRA

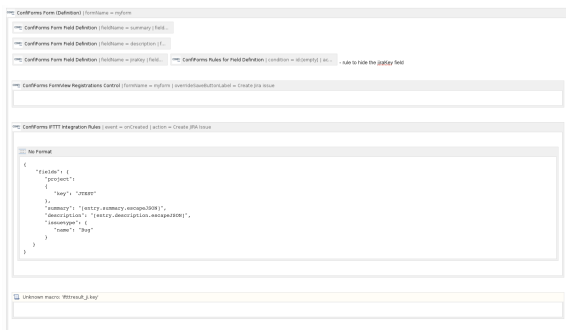
The form, we are about to create



2 fields, one to ask for JIRA issue summary and another to ask about issue description

The 3rd field is of type JIRA and is hidden with the rule (initially, for new records)

Configuration looks like this



Very useful page to see how various Jira field types shall be mapped

<https://developer.atlassian.com/server/jira/platform/jira-rest-api-examples/>

We have 2 IFTTTs to create the issue and to store the result of this operation (Jira issue key) back to ConfiForms record (the macro you see as "Unknown macro" is actually "ConfiForms IFTTT rules" macro, but as it uses the \$ in the parameter expression the editor goes a bit crazy and reports this as "unknown macro". You can safely ignore this)

New Editor in Confluence cloud



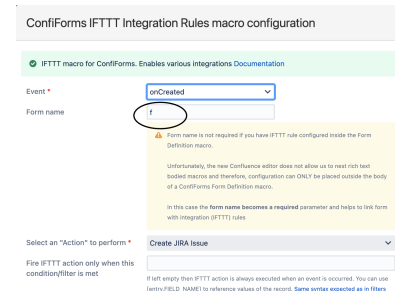
If you are working with Confluence cloud *new editor* then please use "code" macro instead of "noformat" macro, as a workaround.

As there were so many macros and functionalities removed without providing any alternatives for many valid and very common use cases.



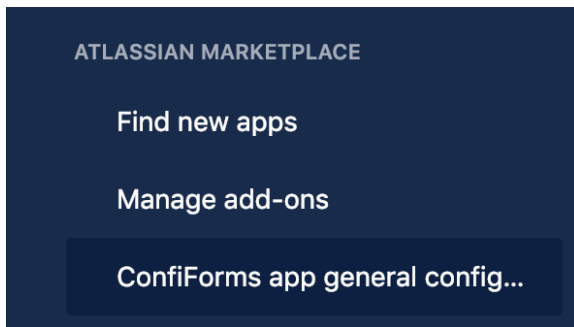
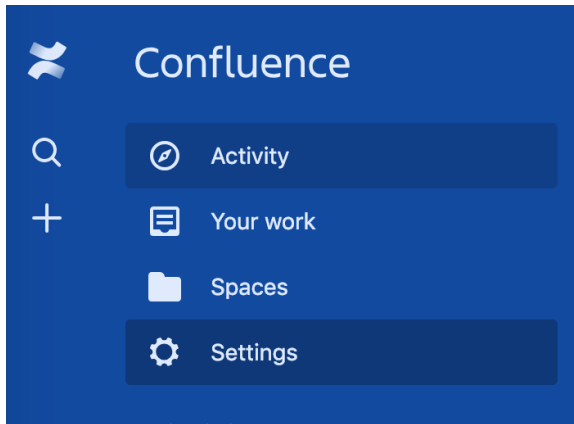
Also, with "new editor" nesting of bodied macros is not supported and you need to place your IFTTT macros outside the ConfiForms Form (Definition) macro. (The editor simply does not allow you to put these macros inside)

In this case please make sure you set the "Form name" parameter to match your form name



In order for our 1st IFTTT to create the JIRA issue to work you need to go to ConfiForms app settings and configure web-service connection to your JIRA

ConfiForms app settings could be accessed like this



ConfiForms app general configuration

General settings [Webservices connections](#)

ConfiForms web services connections configurations

To be used in IFTTT rules (Create/Update Jira Issue and Web-service Request) or together with *WS* field types in Cor

Webservice configuration

Name:
The name for your configuration, will be visible to users

You will have something like this (but using **your** server details and username)

General settings [Webservices connections](#) [API tokens](#)

ConfiForms web services connections configurations

To be used in IFTTT rules (Create/Update Jira Issue and Web-service Request) or together with *WS* field types in ConfiForms. A service call must return either JSON or XML.

Webservice configuration

Name:
The name for your configuration, will be visible to users

WS URL:
This URL, will be combined together with the service URL, you setup. The WS located fields in ConfiForms your services must accept GET requests and return JSON as a result

Default request headers:
In header value format, use new line for each new header/body part

Username:
Leave empty, if the connection requires no authentication and your service accepts anonymous requests.
For setting up connections to Jira, please consider using API tokens. [Read Jira API token configuration help](#) below. Otherwise token goes to password field and your email address goes to the username field.

Password:
XXXXXXXXXXXXXXXXXXXX

Restrictions:
Configure restricted user groups and/or users who should have access to this configuration. Blank means no restrictions - everyone can use it

How to send and upload files to Jira issue from ConfiForms

This is very simple as long as you use "Create (or Update) Jira Issue" IFTTT rule

Just put a ConfiForms Field macro referencing your file field (in ConfiForms) inside the IFTTT macro body



ConfiForms will recognise there is a file or multiple files and will attempt to upload them into the Jira issue you have created or updated



Please make sure you follow the advise and generate API token to access Jira



For setting up connections to Jira cloud please consider using API tokens, <https://id.atlassian.com/manage/api-tokens> (Generated token goes to password field and your email address goes to the username field)

as basic auth is deprecated by Atlassian and will not work

And the IFTTT is configured as follows

ConfiForms IFTTT Integration Rules macro configuration

IFTTT macro for ConfiForms. Enables various integrations [Documentation](#)

Event *

onCreated

Choose Action to perform *

Create JIRA Issue

Fire IFTTT action only when this condition/filter is met

If left empty then IFTTT action is always executed when an event is occurred. You can use {entry.FIELD_NAME} to reference values of the record. [Same syntax expected as in filters](#)

JIRA server to use

jira-server

☐ Do not report error

When checked, if an IFTTT action results in an error it will NOT be reported back to ConfiForms, and next IFTTT (if any) will be executed. No IFTTT error is reported to the user

Set custom name for this action result (alphanumeric, no spaces)

Jl

When left blank, #({iftttResult.IDX}) is used (where IDX is the sequence number of the action result being executed). You can override the IDX part and name the action result as you need in order to ease referencing it from other IFTTTs

Save Cancel

Second IFTTT is configured as follows

ConfiForms IFTTT Integration Rules macro configuration

IFTTT macro for ConfiForms. Enables various integrations [Documentation](#)

Event *

onCreated

Choose Action to perform *

Create ConfiForms Entry

Fire IFTTT action only when this condition/filter is met

If left empty then IFTTT action is always executed when an event is occurred. You can use {entry.FIELD_NAME} to reference values of the record. [Same syntax expected as in filters](#)

Parameters to set on the entry

entryId={entry.id}&jiraKey=\${iftttResult

As key-value pairs, separated by &. Where the "key" is the field name in the form, where this entry should be created/updated and the "value" is the value to be set. Could be dynamically set. The content is current record. To UPDATE the current entry - you must add the following key/value: entryId=

Save Cancel

It uses the result of the previous IFTTT and sets it back to ConfiForms record

```
entryId={entry.id}&jiraKey=${iftttResult_Jl.key}
```

We using the result of the "Jl" IFTTT action and take the "key" property of it - the object stored in the result is the JSON response object returned by JIRA server



Updated way of referencing IFTTT macro result is by using [iftttResult_IFTTNAME]

For example:

```
entryId=[entry.id]&jiraKey=[iftttResult_JI.key]
```

Complete storage format for you to reference and import is as follows (we also have a ConfiForms TableView to show the data stored with this ConfiForms Form)

```
<p class="auto-cursor-target"><br/></p>
<p><br/></p>
<ac:structured-macro ac:name="conform" ac:schema-version="1" ac:macro-id="07191fcd-1954-4e6d-8a0e-63536f9d9de7">
  <ac:parameter ac:name="formName">myform</ac:parameter>
  <ac:rich-text-body>
    <p>
      <ac:structured-macro ac:name="conform-field-definition" ac:schema-version="1"
        ac:macro-id="60f14199-9c9e-44f9-8f59-f0e540ebca35">
        <ac:parameter ac:name="fieldName">summary</ac:parameter>
        <ac:parameter ac:name="fieldLabel">Summary</ac:parameter>
        <ac:parameter ac:name="type">text</ac:parameter>
      </ac:structured-macro>
    </p>
    <p>
      <ac:structured-macro ac:name="conform-field-definition" ac:schema-version="1"
        ac:macro-id="ffbb4283-f010-4ffe-ad0c-f0e8f69e15f2">
        <ac:parameter ac:name="fieldName">description</ac:parameter>
        <ac:parameter ac:name="fieldLabel">Description</ac:parameter>
        <ac:parameter ac:name="type">textarea</ac:parameter>
      </ac:structured-macro>
    </p>
    <p>
      <ac:structured-macro ac:name="conform-field-definition" ac:schema-version="1"
        ac:macro-id="7bc8c39f-1075-44ae-bbb6-d0af118d5ddc">
        <ac:parameter ac:name="fieldName">jiraKey</ac:parameter>
        <ac:parameter ac:name="fieldLabel">jiraKey</ac:parameter>
        <ac:parameter ac:name="type">jira</ac:parameter>
        <ac:parameter ac:name="extras">e6b2ccca-1bec-4b00-9a59-2850aa00cd6a</ac:parameter>
      </ac:structured-macro>&nbsp;<ac:structured-macro ac:name="conform-field-definition-rules" ac:schema-version="1"
        ac:macro-id="d866a3e6-5ade-4378-8361-8899eaaf17f1">
        <ac:parameter ac:name="condition">id:[empty]</ac:parameter>
        <ac:parameter ac:name="fieldName">jiraKey</ac:parameter>
        <ac:parameter ac:name="action">Hide field</ac:parameter>
      </ac:structured-macro>&nbsp;<- rule to hide the jiraKey field
    </p>
  <p><br/></p>
  <ac:structured-macro ac:name="conform-entry-register" ac:schema-version="1"
    ac:macro-id="932c3f67-8923-4a16-8878-78597d012ce2">
  >
    <ac:parameter ac:name="overrideSaveButtonLabel">Create Jira issue</ac:parameter>
    <ac:parameter ac:name="formName">myform</ac:parameter>
    <ac:rich-text-body>
      <p><br/></p></ac:rich-text-body>
    </ac:structured-macro>
```

```

<p class="auto-cursor-target"><br/></p>
<p class="auto-cursor-target"><br/></p>
<p class="auto-cursor-target"><br/></p>
<ac:structured-macro ac:name="conform-ifttt" ac:schema-version="1"
    ac:macro-id="94deac46-2b58-4cc2-b854-778807ee07e1"
>
    <ac:parameter ac:name="action">Create JIRA Issue</ac:parameter>
    <ac:parameter ac:name="extras">e6b2ccca-1bec-4b00-9a59-2850aa00cd6a<
/ac:parameter>
    <ac:parameter ac:name="event">onCreated</ac:parameter>
    <ac:parameter ac:name="resultName">JI</ac:parameter>
    <ac:rich-text-body>
        <p class="auto-cursor-target"><br/></p>
        <ac:structured-macro ac:name="noformat" ac:schema-version="1"
            ac:macro-id="ad9d9576-2025-42a5-a7cc-
f2dd05f0fdb">
            <ac:plain-text-body><![CDATA[{
                "fields": {
                    "project":
                    {
                        "key": "JTEST"
                    },
                    "summary": "[entry.summary.escapeJSON]",
                    "description": "[entry.description.escapeJSON]",
                    "issuetype": {
                        "name": "Bug"
                    }
                }
            }]]>
            </ac:plain-text-body>
        </ac:structured-macro>
        <p class="auto-cursor-target"><br/></p></ac:rich-text-body>
    </ac:structured-macro>
    <ac:structured-macro ac:name="conform-ifttt" ac:schema-version="1"
        ac:macro-id="e6b8116b-5d52-4458-95db-83fe22495413"
    >
        <ac:parameter ac:name="action">Create ConfiForms Entry</ac:parameter>
        <ac:parameter ac:name="event">onCreated</ac:parameter>
        <ac:parameter ac:name="title">entryId=[entry.id]&amp;jiraKey=
[iftttResult_JI.key]</ac:parameter>
        <ac:rich-text-body>
            <p><br/></p></ac:rich-text-body>
        </ac:structured-macro>
        <p class="auto-cursor-target"><br/></p></ac:rich-text-body>
    </ac:structured-macro>
    <p class="auto-cursor-target"><br/></p>
    <p class="auto-cursor-target">Show all</p>
    <ac:structured-macro ac:name="conform-table" ac:schema-version="1" ac:
macro-id="4e37c280-e3b1-4466-ae8f-763e551dfbdd">
        <ac:parameter ac:name="formName">myform</ac:parameter>
        <ac:rich-text-body>
            <p><br/></p></ac:rich-text-body>
    </ac:structured-macro>

```