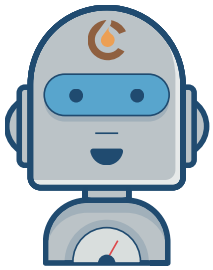
Automation for JIRA



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codebarrel.io

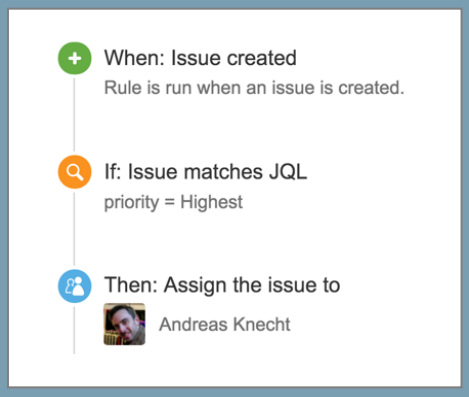
Create rules that can automate actions within JIRA and integrate with 3rd parties. Rules can conditionally respond to events, be scheduled or manually triggered.

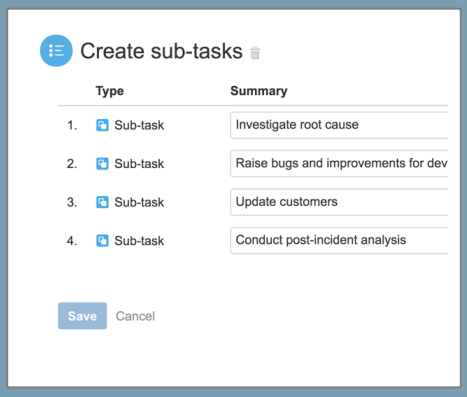
When: You use **JIRA**

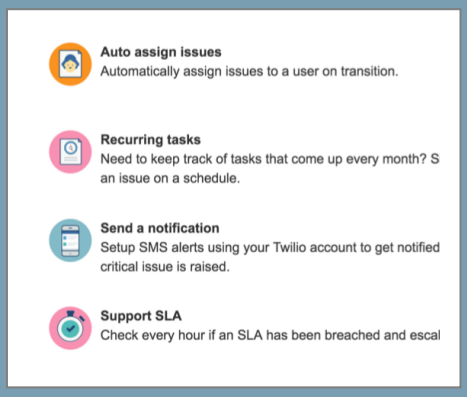
If: You want to work **smarter**

Then: You **Automate**

THE BEST IT Team Add-on
Atlassian Codegeist 2016







Intuitive Modern Interface

We pride ourselves on an easy to use interface that even novice administrators can pick up easily. Our point and click rule builder allows customers to create complex rules in a matter of minutes without the need to install or write custom plugins or scripts.

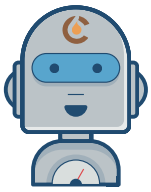
Empower Project Admins

An administrator's time is valuable! Automation for JIRA allows global administrators to delegate automating tasks to project administrators. This frees global admins up for more important things and empowers teams to look after themselves.

Customize & Automate

JIRA can be configured to cover 80% of a team's process - with Automation for JIRA you can cover the remaining 20%! With Automation you can respond to more events and tie them together with actions in smart ways that require no manual intervention.

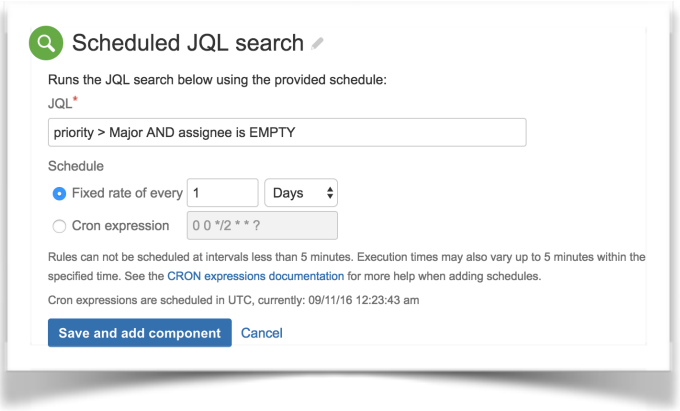
The weakest links in any process are the manual steps. Automate them!



Benefits of Automation for JIRA

- ✓ Project admins for all project types can independently automate their projects
- ✓ Replace multiple single-purpose add-ons
- ✓ No need to write add-ons or scripts
- ✓ Integrate with external systems without specialised add-ons
- ✓ Full traceability with detailed audit logs
- ✓ Secure customisations - no low level access or CPU/memory risks

Key Features

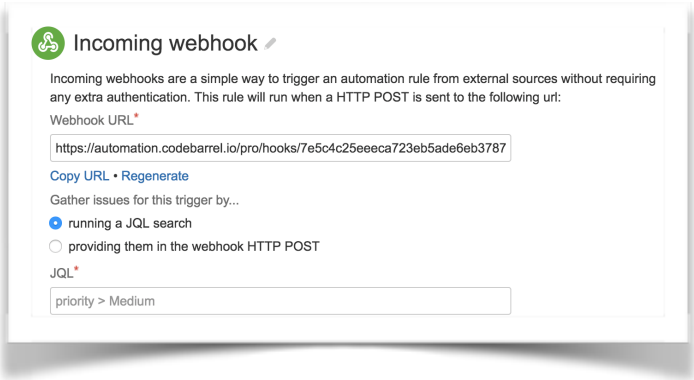


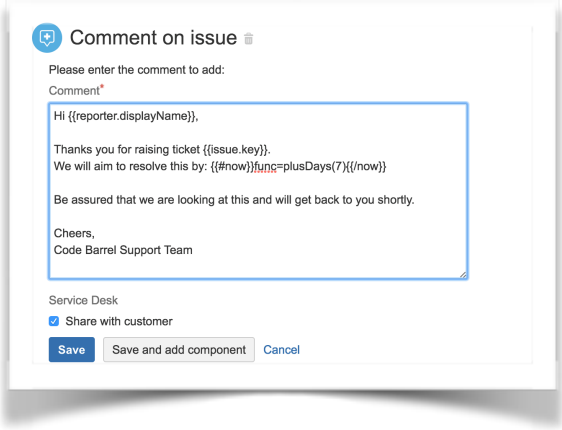
Flexible Triggers

Triggers are what start the execution of automation rules. We have over 10 ways rules can be kicked off. You can react to issue events, setup scheduled executions, manually trigger executions or have external applications start a rule.

3rd Party Integrations

We offer multiple ways to integrate with 3rd party applications. We have built in actions that support Slack and Twilio and have more generic WebHook support. We allow for both incoming WebHooks to trigger rules and for outgoing WebHooks to communicate to other applications.





Smart Values & Actions

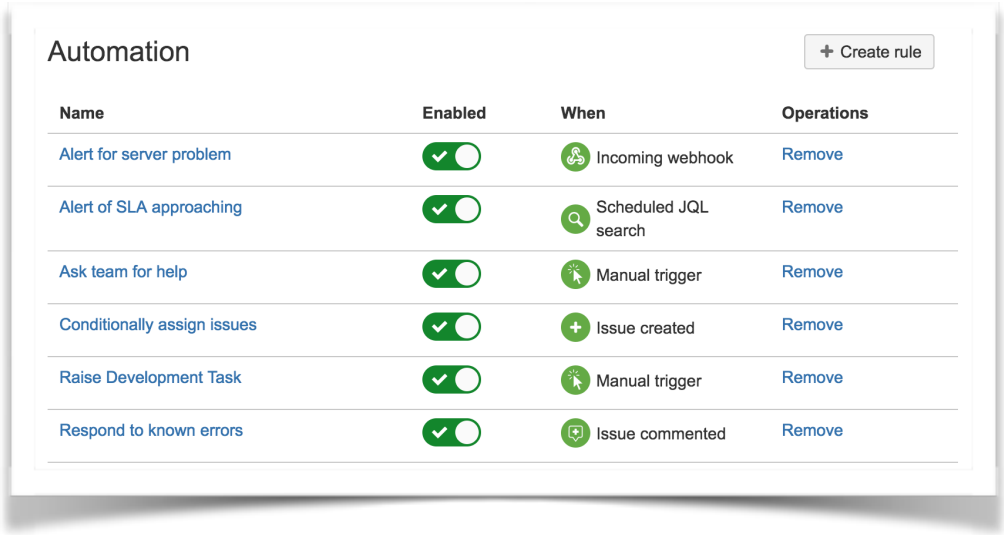
When a rule is run, you can customize your actions depending on what triggered the rule and what components have run previously. To do this we use smart values - fields that can substitute in values at execution time. For example, "This issue was created by {{reporter.displayName}}".

Smart values can also be combined with regular expressions to create powerful conditions.

Automation for JIRA Case Study

Automating Service Desk for Customer and Agent Satisfaction

In the following case study we show how we used Automation for JIRA to transform a Service Desk project into a Service Desk that is lower touch, more responsive and has fewer cracks for tickets to fall into. Although we use Service Desk in this case study, these approaches work equally well for Software and Business projects.



Alert for server problem - The team has an external tool that monitors their servers. When a problem is discovered, the tool makes a WebHook request that creates a ticket, checks to see if the issue is high priority using a simple JQL condition and then sends a text message to the on-call engineer's phone using Twilio.

Alert for SLA approaching - To ensure that SLAs are kept, a Slack message is sent to warn that an SLA is about to be breached. A label is also added that adds the ticket to a queue to expedite.

Ask team for help - A shortcut is added to the issue for sending a message to Slack room asking for help from team members. Agents can ask for help without leaving JIRA.

Conditionally assign issues - There are some experts in the team that look after certain ticket types. This rule identifies a certain class of ticket and automatically assigns it to the known expert.

Raise development task - Quite often tickets result in work needing to be done in the product. When manually triggered, this rule creates a development task in the development project and links the ticket and task automatically.

Respond to known errors - Customers often post logs in their comments. This rule identifies known error messages and responds with a link to documentation on how to resolve this issue. This is done with no agent intervention.

Future Direction and Features

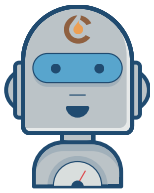
More components - We will continue to add to our Component Library. This will include new triggers to respond to more event sources. We we also add more conditions and actions to cater for even more usage scenarios.

Software Teams use-cases - We want to enable more support for software teams using GitHub/Bitbucket, Sprint triggers and actions and better version release capabilities.

Plugability & 3rd Party Integrations - We will be adding more 3rd party integrations and adding the ability to write add-ons that will appear as native a automation components.

We are listening - If there are any specific features or integrations you would like, just drop us an email and let us know - contact@codebarrel.io

Appendix



Comparison of current automation solutions

	Automation for JIRA	Service Desk	JIRA Automation Plugin
Link	Marketplace		Marketplace
Author	Code Barrel	JIRA Service Desk Team	Atlassian Support Team
Active Development	Yes	Yes - 1 feature released at Summit	No
Project Types Supported	All	Service Desk Projects	All
Cloud & Server	Yes	Yes	No
Project Admins can create rules	Yes	Yes	No
Solution Templates	9	7	0
Modern Design	Yes	Yes	No
Rule Components	29	13	25
Define rule actor	Per Rule	Per Project	Per Rule
Scheduled Rules	Yes	No	Yes
Smart Values	Yes	No	Yes
Regex Comparisons	Yes	No	No
Advanced Issue Fields	Yes	No	No
Slack Integrations	Yes	No	No
Twilio Integrations	Yes	No	No
Incoming WebHooks	Yes	No	No
Outgoing WebHooks	Yes	Yes	No
Cloud Migration Path	Yes	Yes	No
Audit Logs	Rule & Project	Rule	Global

Code Barrel - Who we are

CodeBarrel
codebarrel.io

Code Barrel specialises in creating add-ons for Atlassian products. We have over 20 years combined experience working on JIRA and in Agile software development. During our time with JIRA we were Engineers, Team Leads, Support Engineers, Support Manager, Product Owners and Head of Engineering.
We believe that great software is found at the intersection of design and engineering. We also know what it takes to support it!

www codebarrel.io contact@codebarrel.io @Code_Barrel