

How to Sync Request Type using Visual Mode in Jira Service Management

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This article shows how to set the request type using Visual Mode in Exalate.








Introduction

Whenever using the Visual Mode, it is not possible to set the Request type on a Jira Service Management project, because the custom field is not listed as a mapping option. Within the Visual Mode, it is possible to add a Script Rule which solves this gap - more examples are available in the [Script rules examples](#) document.

Configuration Steps

Request types on Jira Service Management are configured per issue type. In the example below the request type 'Report a problem' and 'Issue with a build' are both mapped to the issue type 'Incident'.

Report a problem/Improvem...

Icon	Request name	Issue type
	<input type="text"/>	<input checked="" type="checkbox"/> Task ▼
	Report a problem	 Incident
	Issue with a build	 Incident
	Improvement	 Improvement

To be able to set the customField request type to a certain value - make sure that the ticket is created with the corresponding issue type. The issue type can be set by using the 'issue type mapping rule'. In the example below - tasks in the software project are mapped to the 'Add a question' issue type.

Edit mapping

sd *

Issue type | ▾

Ask a question | ▾

Sync direction

↔ | ▾

↔ - - - | ▾

soft *

Issue type | ▾

Task | ▾ 🗑️

+

If no matching value *

Report an error | ▾

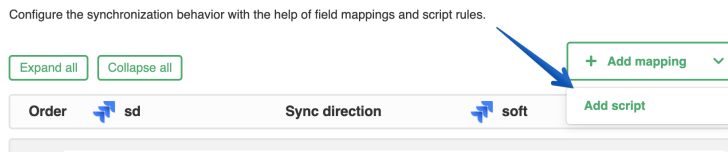
If no matching value *

Report an error | ▾

Cancel
Save

Powered by Exalate v. 5.2.3 (Core v. 5.2.4)

Once the issue type is set correctly, add a script rule.



In the Script rule add the following code:

```

// whenever this is the first sync - update the custom field 'Request Type' to 'Report a problem'

if (firstSync) {
  sd.issue.customFields."Request Type".value = "Report a problem"
}

```

Give it a try.

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