getPriority

Last Modified on 06/18/2025 4:31 am EDT

Signature

Helper	nodeHelper	
Signature	getPriority (String priorityName)	getPriority (String priorityName, issue)
Description	Returns a priority. Null if not found	Returns a priority. Null if not found
Introduced in	0.8	3.2.0

For Jira Cloud and Jira Server 7.5.x and lower

Example use

```
if (replica.assignee.displayName == "Steve Jobs") {
    issue.priority = nodeHelper.getPriority("Critical")
}
```

For JIRA Server 7.6 and higher

In 7.6 version Atlassian introduced priority schemes, which helps to choose different properties for different projects.

We retrieve a project key from the issue variable to find a project with a set of priorities.

Example use

```
if (replica.assignee.displayName == "Steve Jobs") {
    issue.priority = nodeHelper.getPriority("Critical", issue)
}
```

Mapping priorities

```
// SETTINGS
def priorityMapping = [
     "Remote Priority 1": "Local Priority 1"
] as Map<String, String>
// END: SETTINGS

def desiredPriority = priorityMapping[replica.priority.name] ?: replica.priority.name
issue.priority = nodeHelper.getPriority(desiredPriority, issue)
if (issue.priority == null) {
   throw new com.exalate.api.exception.IssueTrackerException("""
Can not find priority `${desiredPriority}` for the project `${issue.project?.key}`.
Please check project settings or change the script""".toString()
   )
}
```

For Freshdesk & Freshservice

In Freshdesk & in Freshservice, the `getPriority` method retrieves a priority based on its name. The possible priority values are **Low, Medium, High,** and **Urgent**. If an invalid priority name is provided, both the ID and name will be set to `null`.

For seamless synchronization between different systems, priority mapping can be used to align Freshdesk / Freshservice priorities with those from external platforms. For example, you can map external priority names to Freshdesk's & Freshservice's supported values to ensure consistent issue handling.

Example:

- **Basic Usage:**

  ```
  entity.priority = nodeHelper.getPriority("Medium")
  ```

- **Priority Mapping from External Systems:** Convert external priority names to Freshdesk's & Freshservice's valid priorities. The key is the source side and the value is the destination side (Freshdesk or Freshservice).

  ```
  def priorityMapping = [
      "Highest": "Urgent",
      "High": "High",
      "Medium": "Medium",
      "Low": "Low",
      "Lowest": "Low"

  entity.priority = nodeHelper.getPriority(priorityMapping[replica.priority?.name] ?: "Medium")
  ```

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