getPriority

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

In Freshdesk, the `getPriority` method retrieves a priority based on its name. The possible priority values in Freshdesk 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 priorities with those from external platforms. For example, you can map external priority names to Freshdesk's supported values to ensure consistent issue handling.

Example Usage in Freshdesk:

- **Basic Usage:**

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

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

```
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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