

getPriority

Last Modified on 01/15/2026 4:37 pm EST

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"
]
```

Product

About Us

Release History

Glossary

API Reference

Security

Pricing and Licensing

Resources

Subscribe for a weekly Exalate hack

Academy

Blog

YouTube Channel

Ebooks

© 2017 Exalate

Still need help?

[Join our Community](#) 

[Visit our Service Desk](#) 

[Find a Partner](#) 