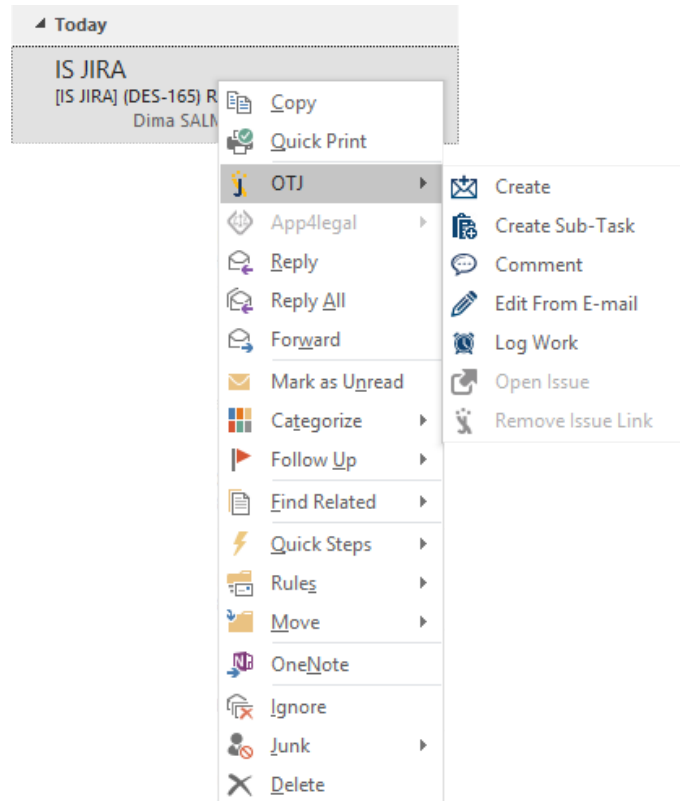


Comment on an existing issue

OTJ offers **two methods** in order to comment on a ticket:

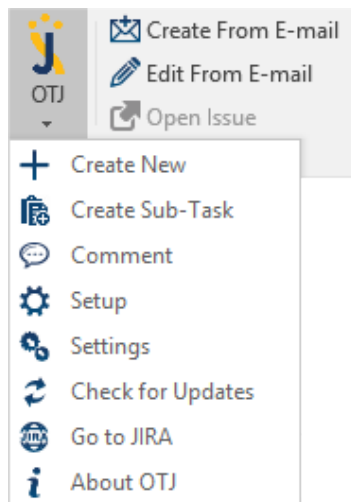
First method:

1. Select an e-mail
2. Right click on the e-mail
3. Go to JIRA
4. Click on Comment



Second Method:

1. Click on the "JIRA" icon displayed in the top right menu in Outlook
2. Click on "Comment"



Once "Comment" is clicked:

1. Issue search screen pops up

Issue Search - Profile 1 Advanced

Project

Type

Status

Assignee

Issue Key

Start searching by Issue Key

Contains text

Start searching by Summary or Description

Search

DES-165: Revamp App4Daycare website fully

Next Cancel

2. Select a Project

3. Search and select an existing issue

Add Comment - Profile 1

Project

Issue Key

Summary

Description

Add e-mail header Add e-mail body Add e-mail timestamp Inline Images

Comment

Attachments Include e-mail as attachment Paste image/screenshot from clipboard

Comment Back Cancel

4. Add a comment in the corresponding field

Comment on multiple requests/issues

1. Search for multiple JIRA requests/issues
2. Select issues to be commented on
3. Click on Next

Issue Search - Profile 1

Advanced

Project

Type Task

Status

Assignee

Issue Key

Start searching by Issue Key

Contains text

Start searching by Summary or Description

Search

BMCMS-758: Enhance Customer Feedback

BMCMS-757: decrease csrf_expire time to 2 hours ^

BMCMS-756: Improvements in Arabic & French Lar

BMCMS-755: Design enhancements of the Arabic v

BMCMS-754: Add Added By and Added on inside t v

TASK-813: Gmail To JIRA icon sizing

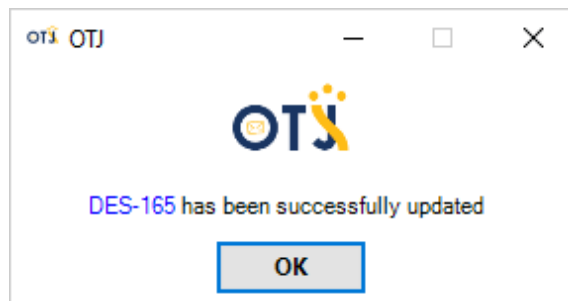
BMCMS-758: Enhance Customer Feedback

BMCMS-756: Improvements in Arabic & French Language

BMCMS-754: Add Added By and Added on inside the Related URLs grid view

4. Click on "Comment"

5. A window with a link to the updated ticket in JIRA will appear



Optional Features

Issue Search Screen:

Option to search by:

- Issue Key: Type in your JIRA ticket number
- Summary: Type in any text you have in the Summary section of an JIRA ticket
- Description: Type in any text you have in the Description section of an JIRA ticket
- JQL Query: Type in a JQL query to find your issue/ticket just like in JIRA. (Click on Advanced)

Under Comment:

1. Add e-mail header: Adds your e-mail header information (From, To, CC, Subject, etc...)
2. Add e-mail body: Adds the e-mail body
3. Add e-mail timestamp: Adds the timestamp of your e-mail (E-mail received date, Time, etc...)
4. Inline Images: Adds all inline images as attachments (signature logo's, etc...)

Under Attachments:

1. E-mail attachments: Includes the e-mail attachments and allows you to select the attachments of your e-mail.
2. Include e-mail as attachment: The e-mail itself will be attached in the corresponding JIRA ticket.
3. Include Screenshot: Allows you to add a screenshot to your JIRA ticket by:
 - Click 'PRTSCR' on the desired screen
 - Check the 'Include Screenshot' checkbox
 - A small picture of your screenshot will be shown
- d. Drag & Drop any external attachments into your ticket.