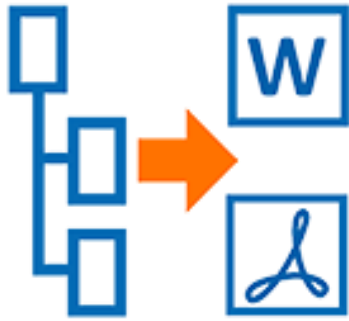


META 

The Power of Connection



Platinum
Solution Partner
ENTERPRISE



**Content Exporter
for Confluence**



Email This Issue



**Bug Watcher
Notifications**



**Advanced Children
Display for Confluence**



**Vendor Sales
Reports**



**ODOO Connector
for Confluence**



Email This Issue

Email collaboration and email service desk made easy - send and receive emails with support for external users

The Main Concepts

Workflow Email Notifications



Email This Issue

Need help?

GETTING STARTED
Configuration 101
Tutorials

OUTGOING EMAILS
Email Templates
Notifications
Contexts
Manual Email Defaults
Responses
Distribution Lists

INCOMING EMAILS
Mail Handlers

Field Rules
Attachment Filters

SETTINGS
Mail Queue
Email Log
Configuration

Mail Handlers

+ Add

Mail Handler Contexts configure your Email This Issue Mail Handler for project(s) and/or issue type(s).

Project	Issue Type	Description
▼ Helpdesk		... 3

Email Processing

Strategy:

Service Desk: Create Or Comment Customer Requests (Supports Split Regex) [Toggle Details](#)

Handler Actions:

Executes workflow transition on issues
Initializes issue fields
Overrides default issue lookup
Filter incoming emails

Senders and Recipients

User recipients:

Add to watchers

Advanced Settings



Email This Issue

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Email Processing

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Handler Actions: Executes workflow transition on issues
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Overrides default issue lookup
Filter incoming emails

Senders and Recipients

User recipients: Add to watchers

Advanced Settings

Email Address Exclusion: meta.inf@maill.com

External Email Senders: Accept emails for processing

JIRA Mail Strategy: Ignore emails sent from this or another JIRA instance

Issue ID in Mail Headers: Find Issues referenced in email headers

Acknowledge Incoming Emails

When issues are created: [SIMPLE TEST TEMPLATE](#)

When comments are added: Do not send auto-reply email

The maximum file upload size is Unknown? .

Pr

Incoming Mail Handler

info@meta-inf.hu
meta-inf.hu



Popular Use Cases

Email This Issue

Here you can compose and send the issue details in email

Recipients (To):

CC

Email Template:

Subject:

Body:

Rich text editor toolbar with options: File, Edit, View, Insert, Format, Tools, Table. Includes icons for undo, redo, bold, italic, underline, text color, background color, link, unlink, image, and visibility. A dropdown menu shows 'Formats' with 'serif' and '14px' selected, along with bold and italic icons.

This is an outgoing email.

P 5 WORDS POWERED BY TINYMCE

Attach more files No files selected.


Select or drag-and-drop files here to attach to the outgoing emails. The files will be attached to the issue as well.

The maximum file upload size is Unknown? .



Email Preview

Attachments:

Email Content (what the email will look like)

 **Alexandra Terek has just modified this issue**

Helpdesk / DSDLH-139
comment test

Issue Type:	 Task
Priority:	 Medium
Status:	PENDING
Reporter:	Alexandra Terek
Created:	10/May/19 11:33 AM
Updated:	13/May/19 10:16 AM
Environment:	



Configure Notification Event

You are configuring notification event for the **Jira day notifications** notification template.

Event Types:

Template:

Description:

Describe the purpose of this notification event

Order: ?

Enter the order number for this event.

When you have multiple notifications for the same issue event, this attribute determines the order in which event notifications are evaluated.

The first event notification whose JQL or Changelog filters match the issue is executed, the rest is discarded.

Conditions

Notifications are sent only if all configured conditions are met.

Issue matches
(JQL):

Enter a JQL query fragment to limit the Context to issues matching this criteria.

Fields changed:

Select the fields you want to limit the notifications for. Notifications for the events selected above will be sent if at least one of the selected fields has changed during the operation.

Comment is:

Optional condition on comments if available in the action

Actor is:

Optional condition on the person who performed the action

Field Rules

You are managing field rules in Field Context for **Project: Helpdesk and Issue Type: All**.

Execute workflow transition

Conditions

Field Rules are applied if all configured conditions are met.

Regular Expression:

Enter the [regular expression](#) you want to use to extract values from

matches email:

Specify the email attribute to match the expression.

[Add Sender Condition](#)

Issue matches (JQL):

line:1character:1 [Syntax Help](#) ?

Enter a JQL query fragment to limit the Context to issues matching this criteria.

Rule Details

Use Value From Capture Group:

Specify which regular expression [capture group](#) should be used to extract the value.

Manual:

Enter the value to set in the field if the expression matches the email attribute.

Order:

Enter the sequence number to specify the order in which the rules are applied.

[Save](#) [Cancel](#)

Field Rules

You are managing field rules in Field Context for **Project: Helpdesk and Issue Type: All**.

Execute workflow transition

Conditions

Field Rules are applied if all configured conditions are met.

Regular Expression:

Enter the [regular expression](#) you want to use to extract values from email body.

matches email:

Specify the email attribute to match the expression.

[Add Sender Condition](#)

Issue matches (JQL):

line:1character:1 [Syntax Help](#) ?

Enter a JQL query fragment to limit the Context to issues matching this criteria.

Rule Details

Use Value From Capture Group:

Specify which regular expression [capture group](#) should be used to extract the value.

Manual:

Enter the value to set in the field if the expression matches the email attribute.

Order:

Enter the sequence number to specify the order in which the rules are applied.

[Save](#) [Cancel](#)

What the future holds

The image shows two clear glass bottles of Gyulai Pálinka. The bottle on the right is in the foreground, with a white label that reads 'gyulai pálinka' in a stylized font. Below the name, there are three yellow silhouettes of dogs. The bottle on the left is partially obscured by a white paper cup. The background is a bright yellow wall with large, stylized blue and white graphics of cocktail glasses containing red and green spheres. The overall scene is brightly lit, suggesting an indoor event or booth.

Thank you
for your
attention!

Join us at our booth for more information and live support!