

The logo for BetterCloud, featuring the word "BetterCloud" in white text with a stylized white cloud icon above the "C".

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The logo for Multiplier, featuring a stylized white "X" icon followed by the word "Multiplier" in white text.

## USE CASE:

Multiplier's BetterCloud integration helps simplify the creation of Zero Touch IT processes for teams that rely on Jira Service Management Cloud as their ITSM. By enabling the ability to embed BetterCloud actions directly into a JSM workflow using prebuilt templates, IT sees a faster time to value as no additional configuration is required. This not only allows employees to be more productive by enabling a self-serve model for common requests, rather than waiting on IT, but also means IT can focus on more strategic initiatives.

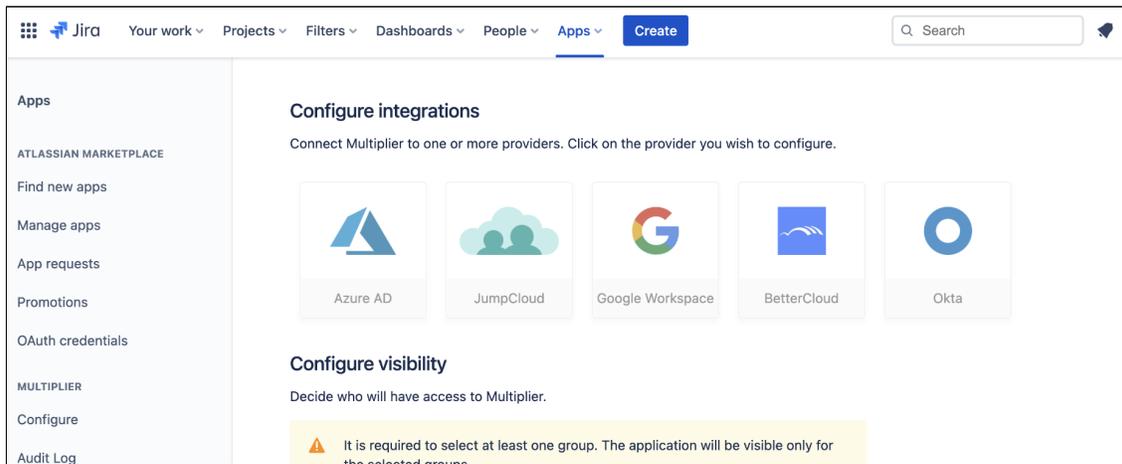
## PRE REQS:

- Multiplier (installed in Jira Service Management Cloud via the Atlassian Marketplace)
- BetterCloud (Manage + Platform API)

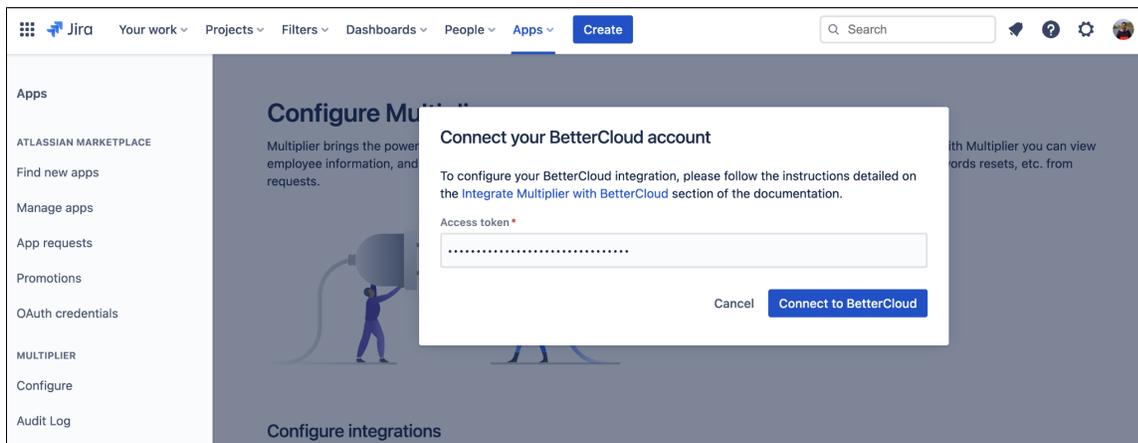
## SETUP:

### Jira Service Management Cloud

1. Navigate to **Apps > Manage Apps** from the JSM navigation bar
2. Click on **Configure** until you reach the the Multiplier section in the left nav
3. You should see the below screen. Click on the BetterCloud logo in the **Configure Integrations** section as seen below:



4. Input your BetterCloud API token and click **Connect to BetterCloud**
  - a. To generate a BetterCloud API token, in [app.bettercloud.com](https://app.bettercloud.com), navigate to **BetterClouds APIs** on the left navigation bar, select **API Token**, then click **Create** on the top right corner of the screen.



- Once successfully connected, BetterCloud workflow actions will become available when configuring JSM workflows as a [post function](#).

To view and configure these workflow actions, click on **Settings** in the top nav, and then select **Issues**. Then click on **Workflows** and select **Edit Workflow** from the Actions menu.

The screenshot shows the 'Workflows' page in Jira Service Management. The page title is 'Workflows' and it includes a search bar and a 'Results per page: 10' dropdown. The main content area displays a table of active workflows:

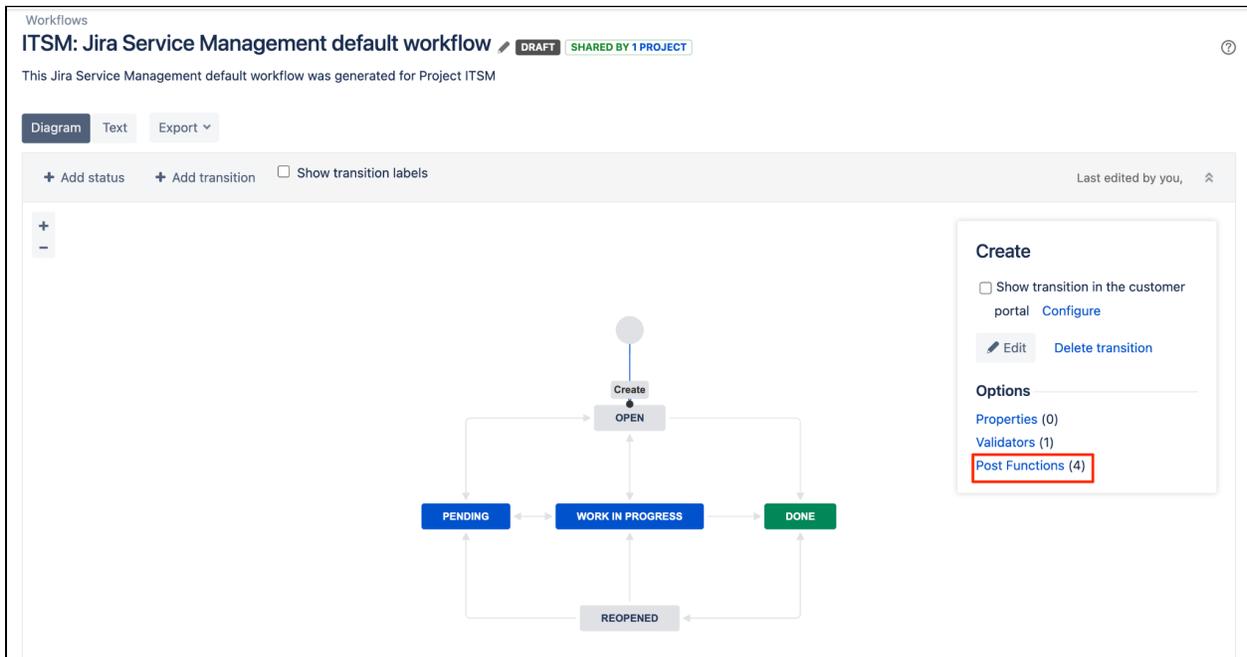
Name	Included in Project(s)	Included in Workflow Scheme(s)	Last Updated	Actions
Copy of Application Access <small>CONTAINS DRAFT</small>	IT Service Desk	Jira Service Management IT Support Workflow Scheme generated for Project ITSM	Mar 10, 2022	...
ITSM: Change Management workflow for Jira Service Management	IT Service Desk	Jira Service Management IT Support Workflow Scheme generated for Project ITSM	Aug 30, 2021	...
ITSM: Incident Management workflow for Jira Service Management	IT Service Desk	Jira Service Management IT Support Workflow Scheme generated for Project ITSM	Aug 30, 2021	...
ITSM: Jira Service Management default workflow <small>CONTAINS DRAFT</small>	IT Service Desk	Jira Service Management IT Support Workflow Scheme generated for Project ITSM	Mar 30, 2022	...
ITSM: Problem Management workflow for Jira Service Management	IT Service Desk	Jira Service Management IT Support Workflow Scheme generated for Project ITSM	Aug 30, 2021	...
ITSM: Service Request Fulfilment with Approvals workflow for Jira Service Management	IT Service Desk	Jira Service Management IT Support Workflow Scheme generated for Project ITSM	Mar 10, 2022	...

- Switch to **Diagram** mode in the workflow editor:

The screenshot shows the 'ITSM: Jira Service Management default workflow' editor in 'Diagram' mode. The workflow is currently in 'DRAFT' status and is shared by 1 project. The editor displays the following steps and transitions:

Step Name (id)	Linked Status	Transitions (id)	Actions
Open (1)	OPEN	<ul style="list-style-type: none"> <li>Pending (41)</li> <li>&gt;&gt; PENDING</li> <li>Start progress (11)</li> <li>&gt;&gt; WORK IN PROGRESS</li> <li>Mark as done (61)</li> <li>&gt;&gt; DONE</li> </ul>	Add transition Delete Transitions Edit View Properties
Pending (2)	PENDING	<ul style="list-style-type: none"> <li>Back to open (51)</li> <li>&gt;&gt; OPEN</li> <li>Start progress (11)</li> <li>&gt;&gt; WORK IN PROGRESS</li> </ul>	Add transition Delete Transitions Edit View Properties
Work in progress (3)	WORK IN PROGRESS	<ul style="list-style-type: none"> <li>Pending (41)</li> <li>&gt;&gt; PENDING</li> <li>Back to open (51)</li> <li>&gt;&gt; OPEN</li> <li>Mark as done (61)</li> </ul>	Add transition Delete Transitions Edit View Properties

7. On the next screen, choose the initial **Create** transition, and click on **Post Functions**:



8. Click on **Add post function**:

The screenshot shows the 'Transition: Create' configuration page in the Jira Workflow Editor. It displays the transition from a start point to the 'OPEN' status. Below the transition diagram, there are sections for 'Validators' (1) and 'Post Functions' (4). A red box highlights the 'Add post function' button in the 'Post Functions' section.

**The following will be processed after the transition occurs**

1. Creates the issue originally.
2. Set issue status to the linked status of the destination workflow step.
3. Re-index an issue to keep indexes in sync with the database.
4. Fire a **Issue Created** event that can be processed by the listeners.

9. Then select the **Multiplier: Trigger Action** post function:

The screenshot shows the Jira Administration interface. At the top, it says 'Administration' with a search bar for 'Search Jira admin'. Below that is the section 'Add Post Function To Transition'. A table lists various post-functions with radio buttons for selection. The 'Multiplier: Trigger Action' option is selected and highlighted with a red box. The table has two columns: 'Name' and 'Description'.

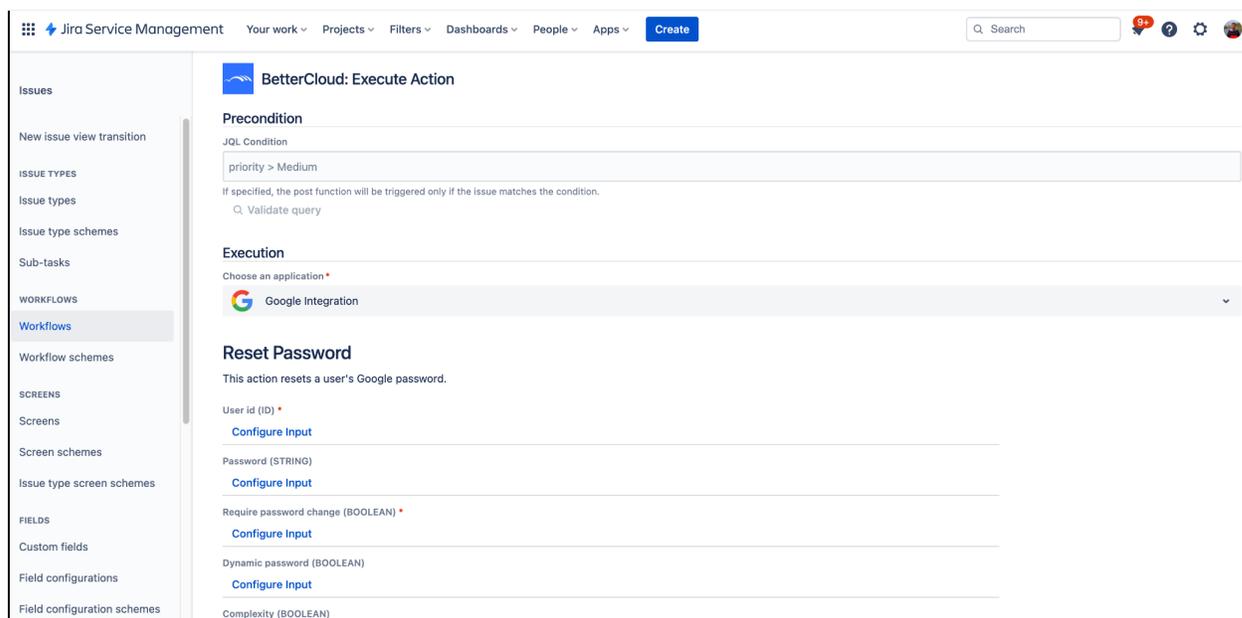
Name	Description
<input type="radio"/> Assign to Current User	Assigns the issue to the current user if the current user has the 'Assignable User' permission.
<input type="radio"/> Assign to Lead Developer	Assigns the issue to the project/component lead developer
<input type="radio"/> Assign to Reporter	Assigns the issue to the reporter
<input type="radio"/> Clear Field Value	Clear value of a given field.
<input type="radio"/> Copy Value From Other Field	Copies the value of one field to another, either within the same issue or from parent to sub-task.
<input type="radio"/> Create Crucible Review Workflow Function	Creates a Crucible review for all unreviewed code for this issue
<input type="radio"/> Multiplier: Assign issue approver	Use this function to automatically assign the approver of the issue based on the user's manager on the provider.
<input checked="" type="radio"/> Multiplier: Trigger Action	Use this function to trigger actions offered by the connected providers.
<input type="radio"/> Multiplier: Update user group membership	Use this function to add or remove users from a group in your identity provider.
<input type="radio"/> Set issue security level based on user's project role	Set the issue's Security Level to the specified level if the current user is in a specified Project Role.
<input type="radio"/> Trigger a Webhook	If this post-function is executed, Jira will post the issue content in JSON format to the URL specified.
<input type="radio"/> Update Issue Custom Field	Updates an issue custom field to a given value.

10. From there, you can choose one of the workflow action templates, or build a custom one.

The screenshot shows the Jira Administration interface. At the top, it says 'Administration' with a search bar for 'Search Jira admin'. Below that is the section 'Add Parameters To Function'. The page title is 'BetterCloud: Select type of action'. Below the title, there is a message: 'Please select the type of action to execute. Custom Action will allow you to select any available action.' There are four action templates displayed in a grid: 'Reset password', 'Group creation', 'Application Access Request', and 'Custom action'. Each template has a brief description of what it does. A 'Back' button is visible at the bottom left.

11. Selecting a workflow action template will take you to a screen to further customize the parameters of the actions, and let you map values of Jira fields to the values being passed to BetterCloud.

You can specify a JQL condition to only trigger the action when certain issue criteria are met (e.g. Issues belonging to a certain request type, or a specific field value being selected).



12. Once you've finished configuration, click on the **Add** button. Remember to hit **Publish Draft** at the top of the page to save changes.