How to trigger issue transition based on the value of the remote issue status

When configuring a workflow orchestration between two projects, it must be possible to progress an issue from one status to another status using a correct transition.

This transition can be triggered by calling the workflowHelper.transition method in the Create and/or Change processor.

```
#
# When the remote issue has status 'closed', progress this issue to status closed
#
if (replica.status.name == "Closed") {
   workflowHelper.transition(issue, "Closed")
}
```

A more elaborate example where the local status is set to a specific status depending on the remote status

When	Then
Remote status = 'Assigned to Supplier'	Local status should be set to 'Open'
Remote status = 'Quoted'	Local status should be set to 'Quoted'
Remote status != 'Assigned to Supplier' and != 'Quoted'	Local status should be set to 'Processed'. The resolution should either be set to 'Pending' if the remote resolution is not set, else to 'Fixed' if the remote resolution is set

```
if (replica.status.name == "Assigned to supplier" && issue.status.name != "Open" ) {
  // issue is assigned to supplier, so it should be opened
  workflowHelper.transition(issue, "autoopen")
} else if (replica.status.name == "Quoted" && issue.status.name != "Quoted" ) {
  // issue has been quoted on the remote side, so it needs to be moved into status quoted here also
  workflowHelper.transition(issue, "autoquote")
} else if (replica.status.name != "Assigned to supplier") {
  if (replica.resolution.name == "NULL") {
      log.info("Transitioning using 'autopending'")
      workflowHelper.transition(issue, "autopending")
  } else {
      log.info("Transitioning using 'autoresolve'")
      workflowHelper.transition(issue, "autoresolve")
  }
}
```

Notes

- Ensure that the transition has no screens, validators and conditions enabled
- Hide the transition for other users than the proxy users - check How to hide transitions from users.
- The transition will only be triggered if it exists in the status of the local issue
- No error is raised if the transition doesn't exist, or fails to execute
- the transition is applied once that all other issue changes have been applied. So it doesn't matter where the workflowHelper.transition is called.

See also

- Status sync between HP ALM/QC and Jira
- Workflow conditions
- Unified workflow using static transitions
- Unified workflow using global transitions

- Configuring transition trigger to be issue type specific
- Servicenow: how to sync status
- How to sync status on Jira Cloud?
- Status synchronization on Jira Server
- GitHub issues: status synchronization
- How to set up status sync between identical software projects
- transition as proxyuser
- How to configure a global circular transition to exalate issues
- transition as executor
- Status synchronization on Jira Server (for Exalate v4.3, v4.4)
- How to synchronize issue statuses?