

Oracle® Cloud

Create Zendesk Tickets for Jira Issues



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Contents

1 About This Recipe

Overview	1-1
System and Access Requirements	1-1

2 Before You Install the Recipe

Create an API Token in Your Atlassian Account	2-1
Configure Zendesk	2-1

3 Install and Configure the Recipe

Configure the Oracle REST Jira Connection	3-1
Configure the Oracle REST Zendesk Connection	3-2

4 Activate and Run the Recipe

Preface

This document describes how to install, configure, and run this recipe in Oracle Integration 3.

Topics:

- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)

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Related Resources

For more information, see these Oracle resources:

- Oracle Integration documentation on the Oracle Help Center.
- Oracle Cloud at <http://cloud.oracle.com>.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

About This Recipe

Use this recipe to create corresponding tickets in Zendesk for all Jira issues.

Note:

This recipe is available as **Jira — Zendesk | Create Tickets for Issues** in Oracle Integration. Oracle provides this recipe as a sample only. The recipe is meant only for guidance, and is not warranted to be error-free. No support is provided for this recipe.

Overview

This recipe creates a ticket in Zendesk for each Jira issue as per a schedule specified in Oracle Integration.

To use the recipe, you must install the recipe and configure the connections and other resources within it. Subsequently, you can activate and run the integration flow of the recipe manually or specify an execution schedule for it. When triggered, in the first run, the integration flow reads all the issue records from the Jira instance and, in turn, creates corresponding ticket records in your Zendesk instance. In subsequent runs, it creates tickets for new Jira issues and also propagates updates made in earlier Jira issues to the corresponding Zendesk tickets. Basic data associated with Jira issues, such as issue type, summary, priority, description, status, and comments are synchronized between the two platforms.

Note:

- For this recipe to execute successfully the Description field of Jira issues must not be blank.
- In the second and subsequent runs of the recipe, updates made to the descriptions of Jira issues aren't synchronized.

System and Access Requirements

- Oracle Integration, Version 24.04 or higher
- Atlassian
- Zendesk
- An account on Atlassian with the Administrator role
- An account on Zendesk with the Administrator role

- At least one Jira project on your Atlassian account — the project(s) can be in any of the Jira products (for example, Jira Work Management or Jira Software)
- At least one issue in your Jira project

2

Before You Install the Recipe

You must perform the following configuration tasks on your Atlassian and Zendesk instances in order to successfully connect to these external systems using Oracle Integration and create tickets in Zendesk for Jira issues.

Create an API Token in Your Atlassian Account

To access Jira from Oracle Integration and retrieve issue records, you'll require an API token associated with your Atlassian account.

To create an API token:

1. Log in to your Atlassian account using the following URL: <https://id.atlassian.com>.
2. On the Start page, click **Account Settings**.
3. Click **Security** on the left navigation pane.
4. On the Security page, scroll to the **API token** section and click the **Create and manage API tokens** link.
5. On the API Tokens page, click **Create API token**.
6. In the resulting dialog, enter a label for the new token, and click **Create**.
A new API token is generated.
7. Copy the token's value.

Configure Zendesk

You can create a user account on Zendesk exclusively for integration purposes. To avoid access-related issues, assign the administrator role to this account.

You can use the credentials of this integration user account to access Zendesk using Oracle Integration and create tickets for Jira issues. For information on creating a new Zendesk user account with the administrator role, see [Adding agents and admins](#).

3


Install and Configure the Recipe

On your Oracle Integration instance, install the recipe to deploy and configure the integration and associated resources.

1. On the Oracle Integration Home page, in the **Use a recipe/accelerator** section, click **View all**.

2. Find the recipe you want to install, then click **Get**.

A message confirms that the recipe was successfully installed, and the recipe card shows **In use**.

3. Click **Configure**  on the recipe to configure its resources.

The project workspace opens, displaying all the resources of the recipe. Configure the following resources before you activate and run the recipe.

Configure the Oracle REST Jira Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the following details:


Field	Information to Enter
Connection Type	Leave REST API Base URL selected.
Connection URL	Enter your Atlassian instance URL, for example, <code>https://myinstance.atlassian.net/</code> .
Enable two way SSL for outbound connections (Optional)	Select No .

3. In the Security section, enter the following details:

Field	Information to Enter
Security Policy	Leave Basic Authentication selected.
Username	Enter the email ID associated with your Atlassian account.
Password	Enter the API token you created in your Atlassian account. See Create an API Token in Your Atlassian Account .

4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

A message confirms if your test is successful.

6. To return to the project workspace, click **Go back** .


Configure the Oracle REST Zendesk Connection

1. In the Connections section, click the connection name.
2. In the Properties section, enter the following details:

Field	Information to Enter
Connection Type	Leave REST API Base URL selected.
Connection URL	Enter your Zendesk URL, for example, <code>https://my.zendesk.com/</code> .

3. In the Security section, enter the following details:

Field	Information to Enter
Security Policy	Leave Basic Authentication selected.
Username	Enter the user name of the integration user account created on Zendesk. See Configure Zendesk .
Password	Enter the password of the integration user account created on Zendesk.

4. Click **Save**. If prompted, click **Save** again.
5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.
A message confirms if your test is successful.
6. To return to the project workspace, click **Go back** .

4

Activate and Run the Recipe

After you've configured the connections and other resources, you can activate and run the recipe.

1. In the project workspace, click **Activate**. In the Activate project panel, with the default project deployment selected, choose an appropriate tracing option, then click **Activate**.


A message confirms that the integration has been activated. Refresh the page to view the updated status of the integration.

2. The recipe's integration flow contains the following properties:
 - **emailNotification**: This integration property holds the email address to which notifications of errors in the integration's execution are sent.
 - **FromEmailAddress**: This integration property holds the email address from which notifications of errors in the integration's execution are sent.

Optionally, add or update the values for these integration properties after the integration flow has been activated. For the procedure to update the integration properties, see Steps 7 to 9 in *Override Design-Time Properties in an Integration*.

Note:

You can configure the email addresses of the senders and recipients of notification errors from the Notifications page. To access the Notifications page, click **Settings** in the navigation menu, and then click **Notifications**.

3. Run the recipe.
 - a. In the Integrations section of the project workspace, click **Actions**  on the integration flow, then select **Run**.

The Configure and run page is displayed, where you can specify a value for the `lastRun` parameter. This parameter stores the date and time of the most-recent successful run of the integration flow. For the initial run, it contains a default value. The parameter's value is automatically updated after each successful run, and only the Jira issues created or updated after the date-time stamp stored as parameter's **Current Value** are processed by the integration in each run. If you want to change the date-time stamp for a specific scenario, enter the date and time of your choice in the **New Value** field in the format, `yyyy-MM-dd HH:mm`. Generally, no input is required.

- b. On the Configure and run page, click **Run**.

You've now successfully submitted the integration for execution.

Note:

You can also schedule this integration to run at a date, time, and frequency of your choosing. See *Define the Integration Schedule*.

4. Monitor the running of the integration flow in Oracle Integration.
 - a. In the project workspace, click **Observe**. You'll see the integration flow being triggered and running successfully.
 - b. To manage errors in your project, see *Manage Errors in a Project*.
5. Log in to your Zendesk instance and check for the new (or updated) tickets.

In the **Tags** field within a ticket record, you'll find the corresponding Jira issue ID. Using these tags of the ticket records, you can verify if all the required tickets have been created or updated.

Related Documentation

- *Using the Jira Adapter with Oracle Integration 3*
- *Using the REST Adapter with Oracle Integration 3*