Table Custom Fields for Jira

Capturing key info during workflow changes

Akeles
PEOPLE . PROCESS . TECHNOLOGY

Use Case #1

Q I want to group related fields (People, Date, Comments, etc.) together in a table for easy viewing

A You can use Table Custom Field to collate information from separate fields

Tip: You can use Update Table Custom Field post function during transition to update the entries

Use Case #2

Q I want to record the baseline of an Epic upon approval

A You can use Properties Table Custom Field to take a snapshot

Tip: Baseline can be recorded when the Epic has started

Use Case #3

Q I want to display tabular information in the Customer Request Ticket

A Table Custom Field is compatible with Customer Portal

Details 30/Aug/21 12:34 AM

Shared with

Alex Chu
Creator

Shang-Chi

Remove

Name
Shang-Chi

Email Address
shang-chi@gmail.com

Start Date
2/Sep/21

Onboarding Tasks

Task	Expected Days	Ready	Instructions
Email	7 Days	💡	
Laptop	14 days	💡	Please comment in this request if you require additional softwares to be installed

Powered by ⚡ Jira Service Management

Tip: The table rendered is read-only

Use Case #4

Q I want to track the approvals of a request

A You can view approval records clearly in Table Custom Field without checking the change history

⌄ Details	

Type:	🔖 Story	Status:	PENDING FINANCE (View Workflow)
Priority:	═ Medium	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	Version 3.0
Labels:	None		

Approvals:

Role	Approver	Approved	Approved on	Remarks
Supervisor	Mike Wazowski	✅	20/09/2021 14:15:16	
Dept Manager	Charlie Brown	✅	21/09/2021 12:34:56	
Finance Manager				

Tip: New rows can be added to the Table Custom Field whenever someone adds an approval

Use Case #5

Q I want to track the changes made to a particular field (e.g. Due Date)

A You can populate the Table Custom Field with values before and after the transition by updating the Due Date through transition

Details

Type:	☑ Task	Status:	**TO DO** (View Workflow)
Priority:	═ Medium	Resolution:	Unresolved
Labels:	None		

Due Date Changes:

Changed By	Changed On	Previous Due Date	New Due Date	Remarks
Mike Wazowski	26/09/2021 11:29:51	1/Oct/21	8/Oct/21	Prioritising bug fixes
Mike Wazowski	18/09/2021 10:26:49	21/Sep/21	1/Oct/21	Emergency leave this week

Tip: Refer to How to track Due Date changes for more details on the post function configuration

Use Case #6

Q I want to track the number of bouncebacks to measure the software quality

A You can increment the counter in the Properties Table Custom Field for each backflow transition

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Details

Type:	🔖 Story		Status:	**IN PROGRESS** (View Workflow)
Priority:	⌃ High		Resolution:	Unresolved
Affects Version/s:	1.3.2		Fix Version/s:	1.4.0
Labels:	None			

Bouncebacks:

Design	1
Testing	0
Release	0

Tip: Refer to How to increment counter for more details on the post function configuration

Use Case #7

Q I want to record some transitional information without creating additional custom fields

A You can populate the entries in the Properties Table Custom Field by copying from the assignee field at different workflow transition

Tip: You can use [Lookup Manager](#) to set assignee at different stages instead of creating multiple custom fields

Additional Resources

- [Marketplace Listing](#)

- [User Guide](#)

- [Our Service Desk](#)

  We welcome any feedback and suggestions for improvement ☺

Other Related Apps

Lookup Manager allows conditional handling of issues through lookup tables and post functions. Automate the routing of requests, setting of fields based on issue type, project and more.

Bulk Approvals for Jira Service Management allows easier and faster approvals with clarity and context. Display relevant fields in approvals and approve multiple tickets at one go.

Attachment Checker for Jira allows admins to secure their Jira instance through file type blocking, file size checking, duplicate checking, virus scanning, notification for attachment events and logging of attachment downloads.