



Table Custom Fields for Jira

Capturing key info during workflow changes

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

Details

Type: Story Status: **RELEASED** (View Workflow)
Priority: Medium Resolution: Resolved
Affects Version/s: None Fix Version/s: 2.3.0
Labels: None
Phase Tracking:

Phase	Role	Assignee	Date Completed	Comment
Analysis	BA	April	21/09/2021 10:20:30	
Development	Developer	Diana	22/09/2021 11:22:33	
Testing	QA	Tom	23/09/2021 12:34:56	1 Cat C bug found, refer to APP-2048 .
Release	Ops	Roger	24/09/2021 13:14:15	

Diagram illustrating field mapping to table columns: Details (to Phase), People (to Assignee), Dates (to Date Completed), and Activity (to Comment).



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

Details

Type: Epic | Status: **IN PROGRESS** (View Workflow) | Assignee: Charlie Brown
Priority: Medium | Resolution: Unresolved | Reporter: Alex Chu
Affects Version/s: None | Fix Version/s: None | Votes: 0
Labels: None | Watchers: 1 Stop watching this issue

Epic Name: Data Center release for Table Custom Fields

Story Points: 20

Baseline Info:

Requirements	To prepare DC release: <ul style="list-style-type: none">DC testingBrochureVideo
Baseline Date	23/09/2021 17:37:13
Story Points	20
Due Date	31/Oct/21

People

Assignee: Charlie Brown (Assign to me)
Reporter: Alex Chu
Votes: 0
Watchers: 1 Stop watching this issue

Dates

Due: 31/Oct/21
Created: 10 minutes ago
Updated: Just now

Agile

View on Board

Description

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

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

Shared with

- Alex Chu
Creator
- Shang-Chi
Remove

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



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



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

▼ 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:	<table border="1"><tr><td>Design</td><td>1</td></tr><tr><td>Testing</td><td>0</td></tr><tr><td>Release</td><td>0</td></tr></table>	Design	1	Testing	0	Release	0		
Design	1								
Testing	0								
Release	0								

Tip: Refer to [How to increment counter](#) for more details on the post function configuration

Use Case #7



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



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

Details

Type: Story Status: **UNDER REVIEW** (View Workflow)

Priority: Medium Resolution: Unresolved

Affects Version/s: None Fix Version/s: Version 3.0

Labels: None

Roles:

BA	Charlie Brown
Developer	Mike Wazowski
QA	James Sulley
Release Manager	

People

Assignee: James Sulley (Assign to me)

Reporter: Bob

BA: Charlie Brown

Developer: Mike Wazowski

QA: James Sulley

Release Manager: Alex Chu

Votes: 0 Vote for this issue

Watchers: 0 Start watching this issue

Additional fields not required

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.