

Insight Custom Field (Deprecated)

 This custom field is deprecated. Use the "[Default Insight Custom Field](#)" instead!

 To be able to report Jira issues on Insight objects, you need to setup at least one Insight custom field.

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Choose Single Select or Multi Select

The Insight custom field comes in two flavours, **single select** and **multi select**.

A **single select** custom field is used when you want to restrict the possibility to associate only one Insight object to each Jira issue. Configuring the Insight single select custom field will prevent users from associating more than one Insight object to each Jira issue.

A **multi select** custom field will allow the user to associate unlimited number of Insight objects to each Jira issue.

Create the Insight custom field

1. Login as a member of the **Jira-administrators** group.
2. Navigate to **Custom Fields** in the admin section of Jira.
3. Click **Add Custom Field** and select **Advanced**
4. Select the field type **Insight Object** (single select or multi select)
5. Give your Insight Object Field a **Name** and a **Description**
6. Associate the custom field to the desired screens

Configure the Insight custom field

To be able to configure the Insight Custom field, at least one of the two following conditions needs to be met:

- You as a User, or one of the Jira groups you belong to is configured as an Insight Administrator under Insight Configure. Normally this is by default the *Jira Administrators* group
- You are a member of the *Jira System Administrators* group

To configure the Insight Custom Field

1. Locate your Insight custom field and click on the **cog icon**  and select **Configure**
2. Click on the link "**Edit Insight Configuration**"
3. Select which **Object Schema** the Insight custom field should use
 - a.  Tip: You can create several Insight custom fields to use the same object schema or different object schemas
4. Select the **Object Type Root**, this is the level in the Object Schema structure where you want the custom field to start at.
 - a. Tick the box **Include childs** to enable selection of all objects under the Object Type Root, regardless of level.
 - b. By selecting "**None**" you enable the user to select *any object* in the selected **Object Schema**.
5. You can filter objects additionally on attribute values to make the selection of objects to fit your specific needs. An example could be:

```
Status = Active
```

Read more about [IQL](#) here.

6. In the create/edit view and in the customer portal, you can filter objects on attribute values additional to the IQL mentioned in bullet 5. This selection **does not** apply in any JQL search. Place holders are **not** supported

An example could be:

```
"System Owner".User = currentReporter()
```

Read more about [IQL](#) here.

7. Specify the "Filter Assign Scope" if you automatically want to set objects to the custom field. This can be filtered on any issue field values with support for placeholders

```
//Assign objects depending on the reporter  
Location.Employee = currentReporter()  
//Can be specified like this as well due to support for place holders  
Location.Employee = ${reporter}
```

8. You can restrict this custom field to just show Jira User related objects. Logged in Jira User will only see the objects where the User is related to. Insight fetches on User type, Group type and Email default type attributes. To restrict an object where a referenced object has a specific user connected (reference deep more the one), you can use an additional IQL. See bullet 8 below.
9. You can restrict this custom field to just show project related objects. Users will only see the objects where the current project is related to.
10. You can specify what kind of type (select, checkbox, radiobuttons) the custom field input should use.
11. On multiple custom fields, you can specify if users should be able to click "Select all" button.
12. You can specify the attributes to filter on, this field is mandatory and at least one has to be configured. Label is default.
13. You can specify the attributes that should be shown on any object attached to an issue in the JIRA Issue/Agent view.
14. For JSD configuration; You may specify if the object picker should be available on the portal
15. For JSD configuration; You may force to show/hide the customfield on the customer details, even if not placed as visible request field.

 This custom field type is deprecated. Please consider using the default custom field 'Insight Objects' instead.

Scope		
Object Schema	JIRA Environment	
Object Type root	 User <input type="checkbox"/> Include children	
Additional Filter Scope (IQL)	Order By Updated DESC	
Filter Issue Scope (IQL)	Not configured	
Filter Assign Scope (IQL)	Not configured	
Make Filter Assign Strict	<input type="checkbox"/>	
Restrict to User related objects	<input type="checkbox"/>	
Restrict to Project related objects	<input type="checkbox"/>	
User Interaction		
Type of interaction	<input checked="" type="radio"/> Select <input type="radio"/> Radio Button	
Filter objects with attributes	<input type="text" value="Label * Email Address *"/>	
Object attributes on Issue view	<input type="text" value="Username * Email Address *"/>	
Service Desk		
Show object picker on customer portals	<input checked="" type="checkbox"/>	

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