

Default Insight Custom Field



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

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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/s**
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



If you choose to populate your custom fields during a workflow transition then please note the following :

- **Filter assign scope** IQL will be applied on an **issue create** event.
- **Filter assign scope strict** IQL will be applied on an **issue update** event.

So if any of the above two mentioned events are missing from your post functions add it for the custom field to be populated correctly.

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. Filter scope is where you scope the filtering of objects to make the selection of objects to fit your specific needs. The scope also defines the objects which are valid for this custom field. An example could be:

```
objectType = Application
```

Read more about [IQL](#) here.

5. Filter Issue Scope: In the create/edit view and in the customer portal, you can filter objects on attribute values additional to the IQL mentioned in previous bullet. This selection **does not** apply any JQL search. Place holders are supported but only for "Select type" at the moment.

An example could be:

```
// This will filter the selection on the group selected in the ticket
Server."Owner Group" = ${Group}
// This will just show the reporter objects
Owner = currentReporter()
```

Read more about [IQL](#) here.



Remember that the above IQL is just examples, you need to change accordingly to your object schema configuration.

- 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 like
Owner = currentReporter()
//Can be specified like this as well due to support for place holders
Owner = ${reporter}
//Use dot-notation to filter on users like
Server.Owner = currentReporter()
```

Read more about [IQL](#) here.



Remember that the above IQL is just examples, you need to change accordingly to your object schema configuration.

- You can specify what kind of type (select, checkbox, radio buttons) the custom field input should use.
- You can specify the attributes to filter on, this field is mandatory and at least one has to be configured. Label is default.
- You can specify the attributes that should be shown on any object attached to an issue in the JIRA Issue/Agent view.
- You may specify if it should be a single or multiple choice. On multiple custom fields, you can specify if there should be an option to click "Select all" button.
- For JSD configuration; You may specify if the object picker should be available on the portal
- For JSD configuration; You may force to show/hide the customfield on the customer details, even if not placed as visible request field.

Scope		
Object Schema	ITSM	ⓘ
Filter Scope (IQL)	objectType = Application	ⓘ
Filter Issue Scope (IQL)	Vendor = \${Vendor}	ⓘ
Filter Assign Scope (IQL)	Not configured	ⓘ
Make Filter Assign Strict	<input type="checkbox"/>	ⓘ
User Interaction		
Type of interaction	<input checked="" type="radio"/> Select	ⓘ
	<input type="radio"/> Checkbox / Radio button	
Filter objects with attributes	<input type="text" value="Label *"/> <input type="text" value="Vendor *"/>	ⓘ
Object attributes on Issue view	<input type="text" value="Vendor *"/> <input type="text" value="Version *"/>	ⓘ
Multiple	<input checked="" type="checkbox"/>	ⓘ
Option to add all objects	<input type="checkbox"/>	ⓘ
Service Desk		
Show object picker on customer portals	<input checked="" type="checkbox"/>	ⓘ
Return to Jira Custom Field		