

Integration Package Documentation: Figaf Jira Integration

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1. Package Overview

This integration package facilitates communication and process automation between the Figaf DevOps tools and Jira. It enables organizations to synchronize ticket and transport information, automating Jira issue updates based on Figaf events, and providing utilities for querying Jira data.

The package currently includes the following key integration flows (iFlows):

- **Search Jira Issues:** Provides an endpoint to search for Jira issues based on specified criteria, called by Figaf.
- **Update Jira Issues:** Processes webhook events from Figaf to update or create corresponding Jira issues.
- **Update Figaf Transport from Jira:** Allows Jira webhooks to trigger transport imports in Figaf.
- This document provides details on the configuration and functionality of each iFlow.

2. Prerequisites

- SAP Integration Suite (CPI) tenant.
- Access to a Figaf instance with webhook capabilities.
- Access to a Jira Cloud instance with API access.
- Necessary authorizations in both Figaf and Jira for the integration user/API token.
- User Credentials artifact must be deployed on the CPI tenant. The credential (ex: JIRA_ApiService_Credentials), containing the Jira API token (e.g., Username: your_jira_email, Password: your_jira_api_token).

3. Integration Flows

3.1. Search Jira Issues

Provides an endpoint for Figaf (or other systems) to query Jira and retrieve essential field data (key, summary, description, status) for issues within a specified project.

3.1.1. Configuration (from iFlow's "Configure" tab):

Sender Details:

Configure "Jira_SearchIssues"

Sender Receiver

Sender: Figaf

Adapter Type: HTTPS

Connection

Address: /figafjira/searchissues

User Role: ESBMessaging.send [Select](#)

- **Address:** This is the path appended to your Integration Suite tenant URL to call this iFlow.
- **User Role:** The calling system must authenticate with a user having this role.

Receiver Details (Connection to Jira):

Configure "Search Jira Issues"

Sender **Receiver** More

Receiver: Jira

Adapter Type: HTTP

Connection

Address: {{Jira_URL}}/rest/api/2/search

Jira URL: https://figaf-team.atlassian.net

Query: jql=project=KAN&fields=key,summary,description,status

Credential Name: JIRA_ApiService_Credentials

- **Jira URL:** The base Jira search API endpoint. This should be changed to your Jira instance's URL.
- **Query:** This needs to be configured by the user to specify their target Jira project (e.g., change "KAN" to their project key) and the fields they require.
- **Credential Name:** The alias of the User Credential artifact in Integration Suite for Jira API authentication.

3.1.2. Using the IFlow

IFlow Trigger: HTTPS call, typically from Figaf.

Input: None explicitly via body for this configuration (JQL is in the adapter).

Output: JSON response from Jira containing the search results.

```
[
  {
    "ID": "KAN-3",
    "URL": "https://figaf-team.atlassian.net/browse/KAN-3",
    "Title": "Ticket initiated in landscape overview from trial (DEV) to trial (QA)",
    "Description": "Description - Test transport of 2 iflows\n\nTracked Objects:\n- GetData (1.0.1)\n- TestIflow (1.0.8)",
    "Status": "To Do"
  },
  {
    "ID": "KAN-2",
    "URL": "https://figaf-team.atlassian.net/browse/KAN-2",
    "Title": "Transport 2",
    "Description": "Second TP",
    "Status": "To Do"
  },
  {
    "ID": "KAN-1",
    "URL": "https://figaf-team.atlassian.net/browse/KAN-1",
    "Title": "Transport 1",
    "Description": "First transport\n\nTest *transport* _ever_\n\n* Dummy",
    "Status": "Waiting for Customer"
  }
]
```

3.2. Update Jira Issues

This iFlow is triggered by webhooks from Figaf whenever tickets or transports undergo changes. Based on a central JSON configuration, it dynamically performs actions in Jira, such as transitioning issue statuses or adding comments.

3.2.1. Configuration (from iFlow's "Configure" tab):

Sender Details:

Configure "Jira_UpdateIssue"

Sender More

Connection

Sender: Figaf

Adapter Type: HTTPS

Address: /figaf/jira/updateissue

User Role: ESBMessaging.send [Select](#)

- **Address:** This is the path appended to your Integration Suite tenant URL to call this iFlow.
- **User Role:** ESBMessaging.send as default in this case.

More:

Configure "Jira_UpdateIssue"

Sender **More**

Type: All Parameters

Figaf Base URL: https://alf-figaf.cfapps.us10-001.hana.ondemand.com

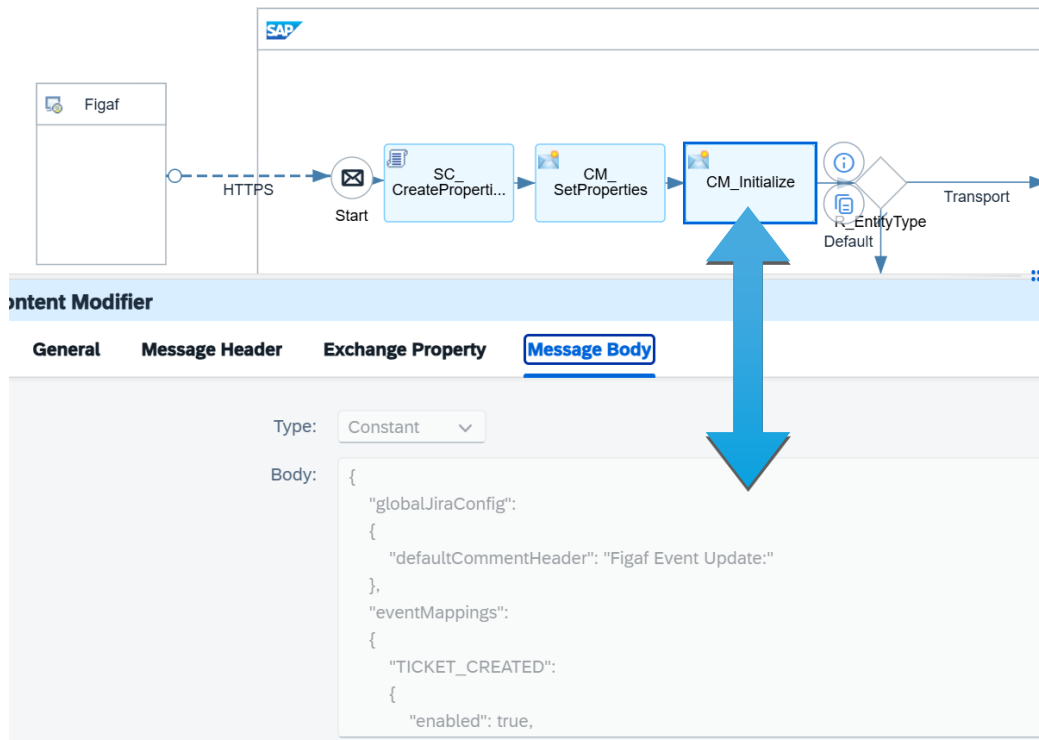
Jira Base URL: https://figaf-team.atlassian.net

Jira Token Credential Name: JIRA_ApiService_Credentials

- **Figaf Base URL :** This is the path to your Figaf instance.
- **Jira Base URL:** address of your Jira instance.
- **Jira Token Credential Name:** Client credentials – user and key for Jira API.

3.2.2. Options:

The primary configuration for this iFlow is managed through a JSON structure defined within the *CM_Initialize* Content Modifier step, specifically on its *Message Body* tab. This JSON dictates how different Figaf events are mapped to Jira actions.



Key Configuration Sections within the JSON:

- **globalJiraConfig:**
 - defaultCommentHeader: An optional prefix automatically added to comments posted by this integration (e.g., "Figaf Event Update:").

```

"globalJiraConfig": {
  "defaultCommentHeader": "Figaf Event Update:"
}

```

eventMappings: This is the core section where you define actions for each Figaf eventType. For each event (e.g., TICKET_CREATED, TRANSPORT_APPROVED):

- enabled: (boolean) Set to true to process this event type, false to ignore it.
- actionType: Defines the primary Jira action. Only allowed values:
 - commentOnly: Only adds a comment to the related Jira issue.
 - transitionAndComment: Performs a Jira workflow transition and then adds a comment.

- transitionDetails: (Object, used if actionType involves a transition)
 - id: The numerical ID of the Jira workflow transition to be executed. This ID must be found from your specific Jira project's workflow configuration.
 - fields: (Object, optional) Any fields that need to be set during the transition (e.g., resolution).

```

"fields": {
  "resolution": { "name": "Done" }
}

```

- comment: (String) The template for the comment to be added to the Jira issue. Placeholders in the format `[[placeholderName]]` will be replaced with values from the Figaf webhook payload.
 - Example: "Transport `[[technicalTransportId]]` for Figaf ticket `[[webhookTicketDtoList[0].technicalTicketId]]` is now `[[status]]`."

This is an example of configuration for the `TRANSPORT_APPROVED` Figaf event.

```

"eventMappings": {
  "TRANSPORT_APPROVED": {
    "enabled": true,
    "actionType": " transitionAndComment",
    "transitionDetails": { "id": "21", "fields": {} },
    "comment": "Transport [[technicalTransportId]] for Figaf ticket [[webhookTicketDtoList[0].technicalTicketId]] on landscape [[landscape.name]] is now [[status]]."
  }
}

```

Explanation:

`"enabled": true`

The `TRANSPORT_APPROVED` event will be handled.

`"actionType": " transitionAndComment",`




The event will produce a transition and a comment for the corresponding Jira issues.

`"transitionDetails": { "id": "21", "fields": {} },`

The new status of the ticket will be that of ID "21", without any additional fields.

`"comment": "Transport [[technicalTransportId]] for Figaf ticket [[webhookTicketDtoList[0].technicalTicketId]] on landscape [[landscape.name]] is now [[status]]."`

This configuration will generate a comment looking like this:

 **Alex Florea**
4 days ago
Figaf Event Update: Transport TRANSPORT-15 for ticket **KAN-1: Transport 1** **WAITING FOR CUSTOMER** on landscape
DEV(trial)->QA(trial) is now IN_PROGRESS.
  · Reply · Edit · Delete

3.2.3. Using the IFlow

- **Trigger:** HTTPS call from Figaf Webhook.
- **Input:** JSON - This iFlow expects to be called by Figaf webhooks and receive a JSON file.
- **Output:** JSON - Calls to Jira API containing data about transitions and/or comments.

A list of suggested placeholders for comments:

- `[[technicalTransportId]]`
- `[[status]]`
- `[[landscape.name]]`
- `[[webhookTicketDtoList[0].externalTicketId]]` (for the Jira key if present in the Figaf payload)
- `[[webhookTicketDtoList[0].technicalTicketId]]` (for the Figaf ticket ID)
- `[[figafEntityId]]`
- `[[eventType]]`

3.3. Update Figaf Transport from Jira

This IFlow provides a way to automatically import a transport in Figaf via a Jira webhook call (for example, moving an issue to “resolved” status).

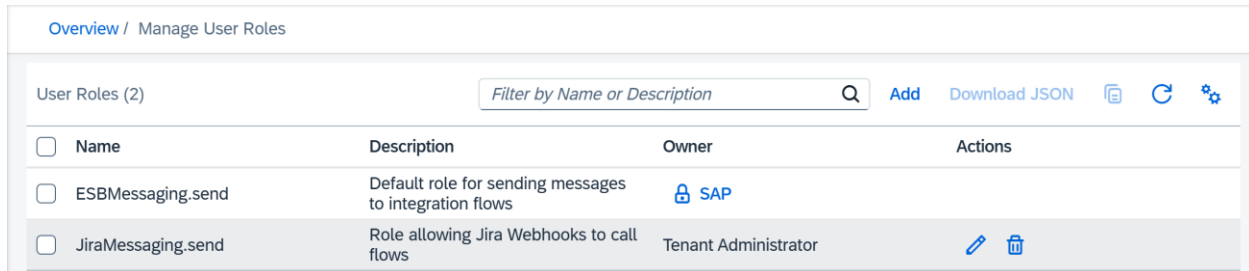
3.3.1. Setup

We need to create a new user role in Integration Suite, which we’ll later use to create an SAP Process Integration Runtime in BTP Cockpit, and create a Service Key. Then we will create a KVM with the service key and the Jira Secret. Finally, we will import the FigafJiraProxi_1 (from the iflow’s *documents* tab, into configure API’s).

These actions are required because Jira’s Webhooks only security consists of a “Secret” field. If we do not do this setup, Integration Suite will block all Jira’s calls before reaching the IFlow.

3.3.1.1. Create User Role

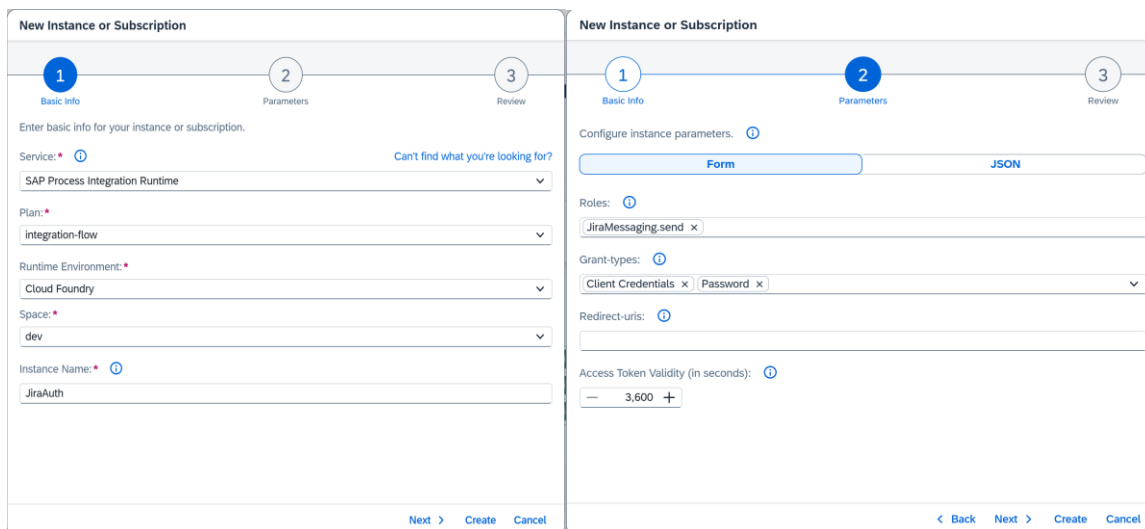
In Integration Suite, go to Monitor -> Integrations and API's -> Manage Security -> User Roles. Create a new User Role called JiraMessaging.send.



Name	Description	Owner	Actions
<input type="checkbox"/> ESBMessaging.send	Default role for sending messages to integration flows	SAP	
<input type="checkbox"/> JiraMessaging.send	Role allowing Jira Webhooks to call flows	Tenant Administrator	

3.3.1.2. Create SAP Process Integration Runtime service

In BTP Cockpit, go to Services -> Instances and Subscriptions -> Create -> SAP Process Integration Runtime.



The left screenshot shows the 'Basic info' step of the 'New Instance or Subscription' wizard. The service is 'SAP Process Integration Runtime', the plan is 'integration-flow', the runtime environment is 'Cloud Foundry', the space is 'dev', and the instance name is 'JiraAuth'. The right screenshot shows the 'Parameters' step with the 'JSON' tab selected. The configuration includes the role 'JiraMessaging.send', grant types 'client_credentials' and 'password', an empty redirect URI, and an access token validity of 3,600 seconds.

Configure the Parameters by hand or paste the JSON below in the JSON tab, then click Create:

```
{
  "roles": [
    "JiraMessaging.send"
  ],
  "grant-types": [
    "client_credentials",
    "password"
  ],
  "redirect-uris": [],
  "token-validity": 3600
}
```

3.3.1.3. Create Service Key

In Instances and Subscriptions, select the just created JiraAuth runtime process, and under Service Keys, create a new key.

The screenshot displays the SAP Cloud Foundry console interface. On the left, a navigation sidebar includes sections for Overview, Services, Cloud Foundry, HTML5 Applications, Connectivity, and Security. The main content area is titled 'Subaccount: trial - Instances and Subscriptions' and shows a table of instances. The 'JiraAuth' instance is selected and highlighted in blue. To the right, the 'JiraAuth' instance details are visible, including its ID, service name, and status. Below this, the 'Service Keys (1)' section is active, showing a table with one key. A 'New Service Key' dialog box is open in the foreground, allowing the user to configure a new key. The dialog includes fields for 'Service Key Name' (containing 'Key'), 'Key Type' (set to 'ClientId/Secret'), and options for 'External Certificate', 'Pin Certificate', 'Validity in days', and 'Key Size'. A blue arrow points from the 'Create' button in the dialog to the 'Create' button in the 'Service Keys' table.

Subaccount: trial - Instances and Subscriptions

All: 13

Subscriptions (3)	Instances (9)	Environments (1)
figaf-api	Created	
figaf-db	Created	
figaf-flow	Created	
figaf-xsuaa	Created	
JiraAuth	Created	
Odata	Created	
runtime	Created	

JiraAuth

Instance ID: 4248b494-dd04-45d8-ade8-fb2fa377160
Service: SAP Process Integration Runtime
Service Technical Name: it-rt
Status: Created

Plan Display Name: integration-flow
Plan: integration-flow
Runtime Environment: Cloud Foundry
Scope: dev

Created On: 27 May 2025
Changed On: 27 May 2025
Created By: afl@figaf.com

Bound Applications (0) Service Keys (1) Labels (0)

Name	Created On	Modified On	Status
			No bound applications.

New Service Key

Generates credentials and binding options that a user can manually supply to a Cloud Foundry-native application.

Service Key Name: *
Key

Configure Binding Parameters: ⓘ

Form JSON

Key Type: ⓘ
ClientId/Secret



External Certificate (only applicable for Key Type 'External Certificate'): ⓘ

Pin Certificate (only applicable for Key Type 'External Certificate') ⓘ

Validity in days (only applicable for Key Type 'Certificate'): ⓘ
365

Key Size (only applicable for Key Type 'Certificate'): ⓘ
2048

Create Cancel

Then select  and  for the created key and copy the “clientid” and “clientsecret” values. We will use these in the Key Value Map in the next step.

3.3.1.4. Create Key Value Map

Go to Integration Suite -> Configure -> APIs -> Key Value Maps -> Create. Create a new KVM called **FigafJiraUser**. Add the following keys:

Key	Value
protectuser	Value of clientid from JiraAuth Key
protectpass	Value of clientsecret from JiraAuth Key
secret	Jira secret (add later -> check step 3.3.1.5)

IMPORTANT: Check the  checkbox to be ticked.

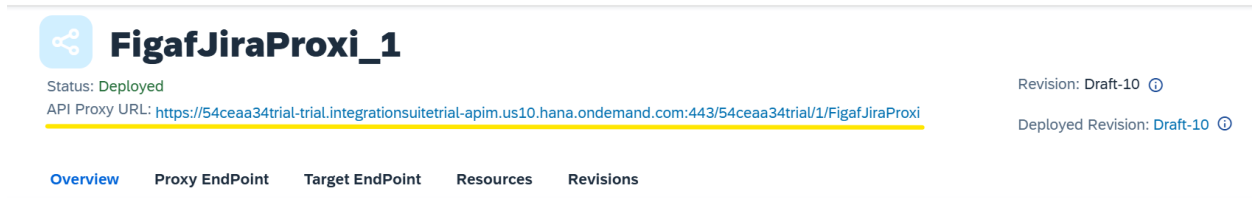
3.3.1.5. Create and Deploy API Proxi

We now need to deploy a proxi which will handle the authorizations of the Jira webhooks calls. Go to the Figaf Jira Integration package -> Documents. Download the **FigafJiraProxi** file. Then, go to Configure -> APIs -> API Proxies -> Import API -> select the **FigafJiraProxi** downloaded file.

Select the imported FigafJiraProxi -> select Edit -> Target EndPoint.

In the URL field, put in the endpoint of the Update Figaf Transport from Jira IFlow (The IFlow needs to be deployed – The endpoint can be found under Monitor -> Integrations and APIs -> Manage Integration Content -> All -> Update Figaf Transport from Jira -> Endpoints). Save and **Deploy** the Proxy.

You can view the API Proxi URL at the top, under the Status field:



FigafJiraProxi_1

Status: Deployed Revision: Draft-10 ⓘ

API Proxy URL: <https://54ceaa34trial-trial.integrationsuitetrial-apim.us10.hana.ondemand.com:443/54ceaa34trial/1/FigafJiraProxi> Deployed Revision: Draft-10 ⓘ

[Overview](#) [Proxy EndPoint](#) [Target EndPoint](#) [Resources](#) [Revisions](#)

3.3.1.6. Create Jira Webhook

We now need to create a Jira webhook that will call the API Proxi, which will then call the IFlow. Go to Jira -> Settings ->System -> Advanced -> WebHooks -> Create a Webhook .

Give it a suggestive name (i.e. TransportApproved). Under URL, put the API Proxi URL of **FigafJiraProxi**.

Then, create a **Secret**. Copy this and paste it in the FigafJiraUser Key Value Map, under “secret” field value.

Now we need to configure the webhook to be triggered when we desire. An example of configuration is the following:

Issue related events

You can specify a JQL query to send only events triggered by matching issues. The JQL filter does not apply to events under the Issue link and Filter columns.

Status = Resolved AND status changed

[Syntax help](#)

Issue	Worklog	Comment	Entity property	Attachment	Issue link	Filter
<input type="checkbox"/> created	<input type="checkbox"/> created	<input type="checkbox"/> created	<input type="checkbox"/> created or updated	<input type="checkbox"/> created	<input type="checkbox"/> created	<input type="checkbox"/> created
<input checked="" type="checkbox"/> updated	<input type="checkbox"/> updated	<input type="checkbox"/> updated	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input type="checkbox"/> updated
<input type="checkbox"/> deleted	<input type="checkbox"/> deleted	<input type="checkbox"/> deleted				<input type="checkbox"/> deleted

This will trigger the webhook whenever an issue is set as “Resolved”.

If set up correctly, it will further trigger the API Proxy and the Update Figaf Transport from Jira IFlow, which will call the Figaf API, requesting the transport related to the Jira issue to be imported.

3.3.2. Configuration:

Sender Details:

Configure "Figaf_UpdateTransport"

Sender Receiver

Connection

Sender: Jira_Webhook

Adapter Type: HTTPS

Address: /figaf/jira/updatetransport

User Role: JiraMessaging.send

- **Address:** This is the path appended to your Integration Suite tenant URL to call this iFlow.
- **User Role:** Will use a custom user role for authentication (JiraMessaging.send in this case).

Receiver Details (Connection to Jira):

The screenshot shows a configuration form with two tabs: "Sender" and "Receiver". The "Receiver" tab is active. Under the "Connection" section, the following fields are visible:

- Receiver: Figaf_1
- Adapter Type: HTTP
- Address: {{Figaf URL}}/api/v1/transport/search
- Figaf URL: https://alex-figaf.cfapps.us10-001.hana.ondemand.com
- Credential Name: Figaf_OAuth_Client

- **Figaf URL:** The base Figaf URL. Will be used to build the address to call the API.
- **Credential Name:** The alias for storing the Figaf OAuth Client Credentials.

To create the Figaf OAuth Client, in Figaf go to Configuration -> OAuth Clients -> Add OAuth Client. Select the following scopes:

ticket:read, ticket:run, ticket:import, ticket:resolve, transport:read.

Then add the credentials in Integration Suite like below. Token Service Url is your Figaf url followed by /oauth/token

The screenshot shows the "Edit OAuth2 Client Credentials" form. The fields are as follows:

- Name: Figaf_OAuth_Client
- Description: (empty)
- Runtimes: Cloud Integration
- Token Service URL: https://app.figaf.com/oauth/token
- Client ID: d7KUsCNWcx63sFy
- Client Secret: (empty)
- Client Authentication: Send as Request Header
- Scope: *
- Content Type: application/x-www-form-urlencoded
- Resource: (empty)
- Audience: (empty)

Below the form is a "Custom Parameters" section with a table:

<input type="checkbox"/>	Key	Value	Send as Part of
	No data		

At the bottom right, there are "Deploy" and "Cancel" buttons.

4. Deployment and General Setup

1. Deploy Credentials:

- Ensure the User Credential artifact containing a valid Jira API token is deployed on your Cloud Integration tenant and that the iFlows configurations reflect the same alias.
- Ensure the User Credential containing Figaf OAuth Client certificate is deployed.

2. Configure Update Jira Issues iFlow:

- Access the deployed iFlow.
- Modify the CM_Initialize Content Modifier's Message Body with your specific Jira URL, credential name, and the desired eventMappings logic (transition IDs, comment templates, etc.) as detailed in section 3.2.

3. Configure Search Jira Issues:

- Access the deployed iFlow and go to the "Configure" view.
- Update the Receiver Address to your Jira instance URL.
- Modify the Receiver Query parameter to match your desired JQL (project, fields, etc.).

4. Configure Update Figaf Transport from Jira:

- Follow the Setup Steps from sections 3.3.1.
- Deploy the Proxy and create a KVM.
- Configure the Figaf URL and the Credential Name.

5. Deploy Integration Package: Deploy this integration package ("Figaf and Jira Integration Suite") to your tenant.

6. Configure Figaf Webhooks:

- In Figaf, set up a new integration and then the webhooks to point to the endpoint URL of the API Proxy.