



ReadyCloud App for Jira

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App Installation

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1. Introduction

This document provides a step-by-step guide to install and configure the ReadyCloud Client Asset Return application in the Jira platform. The scoped application is designed to support enterprise IT

Asset returns. ReadyReturns issues a QR code that can be used to safely package and return company-owned equipment from any UPS store, including laptops, mobile phones, tablets and more.

2. Connection Credentials

To configure integration with ReadyCloud, you need:

- ReadyCloud Api Key
- ReadyReturns Api Key
- ReadyReturns Domain

Please contact us to get your credentials.

3. Installation Steps

Follow these steps to install the scoped application:

The “installation steps” will be a link to installation tab on the marketplace listing.

For Example:

<https://marketplace.atlassian.com/apps/6820/scriptrunner-for-jira?hosting=cloud&tab=installation>

4. Configuring connection to ReadyCloud

After you install the app, go to Jira Settings -> Apps -> ReadyCloud. Fill in the connection credentials. See section Connection Credentials.

Note that you have to be a Jira administrator to have access to that screen.

5. Configuring project integration with ReadyCloud

Go to your Project Settings -> Apps -> ReadyCloud. There are 3 main configuration sections

1. Worker:
 - a. Configure where the app takes worker data from.
2. Assets:
 - a. Configure where the app takes worker’s assets data from.

3. Company:
 - a. Default address details.

6. Worker

Here you configure details of Worker/Employee in your project.

- Set which issue type is used in your process for Worker/Employee offboarding
- Set which workflow status is a trigger to create return orders for Worker’s assets on ReadyCloud
- Configure from which custom fields of the Worker issue the app takes “From” address details. Note that the Email field is required. Other address details are also needed, but they can be taken from the default company address details (see [Company](#) section)

Let’s have a look at an example setup and explain how the app works with it

With this configuration, the app will track transitions of issues of type “Employee” in this project (“Human Resources”). When an issue is transitioned to status Offboarded, the app will generate return orders for all Assets related to this issue (see section [Assets](#)). For the return order email, the app will use value from the “Employee Email” custom field of the issue. Since all other fields like Phone, Country, Post Code and others on the configuration screen are empty, the app will take these details from the [Company](#) configuration.

7. Company

Specify the default address that will be used as “From” for the return orders creation in ReadyCloud. Here is an example of ReadyCloud company public address filled in

Projects / Human Resources / Project settings

ReadyCloud

Company details
The worker's address is not strictly required. The company default address is used when the worker's address is unavailable.

First Name ReadyCloud	City Scottsdale
Last Name LLC	State AZ
Phone 877-818-7447	Post Code 85254
Address 6501 E Greenway Pkwy	Country USA

Save

8. Assets

There are several ways to configure what represents assets related to a Worker issue. You can use any of them or combine them. Assets can be defined as:

- Issues related to the Worker issue. This can be the Worker issue’s sub-tasks, or any issues linked to the Worker issue. See [Issues](#)
- JSM Assets. If you are using the [Jira Service Management Assets product](#), you can configure from which Assets custom field the app should take the list of Worker’s assets. See [Jira Service Management Assets](#)
- Equipment custom field. The app provides its own custom field with a predefined set of typical assets like “Mobile Phone” or “Tablet”.

9. Issues

If your assets are stored in your Jira as sub-tasks of the Worker issue or issues linked to it, you can configure the ReadyCloud app to take assets from there. For example, in this setup

The screenshot displays the 'ReadyCloud' configuration interface within the 'Human Resources' project settings. The left sidebar shows the navigation menu with 'Assets' selected. The main content area is titled 'Asset settings' and includes the following configuration options:

- Asset settings:** Tell us where should we get Worker's assets from.
- Consider following items to be Worker's assets:**
 - Sub-Tasks of Worker issue
 - "relates to" linked issues
- Assets represented by Issues:** Treat only these issue types as Worker's assets
 - Sub-task
 - Item

The ReadyCloud app will consider Worker issue's sub-tasks and issues linked to Worker issue with link type "relates to" as Worker's assets, and will attempt to create return orders for all of them when the Worker issue goes to the configured status. Note that the assets definition is also limited by 2 issue types: Sub-task and Item. It means that, for example, if an issue of type Epic is linked to your Worker issue via "relates to" link - it will be ignored. Only Sub-task and Item issues will be processed.

10. Jira Service Management Assets

If you are using the [Jira Service Management Assets product](#), you can configure from which Assets custom field the app should take the list of Worker's assets

The screenshot shows the configuration interface for the 'ReadyCloud' project. The left sidebar indicates the current project is 'Human Resources' (Service project) and the current view is 'Assets'. The main content area is titled 'Asset settings' and includes the following configuration options:

- Asset settings:** Tell us where should we get Worker's assets from.
- Consider following items to be Worker's assets:** A list containing 'Assets from JSM Assets field "Worker Assets"'. There are icons to remove or expand the list.
- Assets represented by Issues:** Treat only these issue types as Worker's assets. A dropdown menu is currently set to 'Select...'.
- Assets represented by Jira Service Management Assets:**
 - Treat this Object Type as Worker's assets: A dropdown menu is set to 'Hardware Assets'.
 - Take Asset name from field: A dropdown menu is set to 'Name'.

A 'Save' button is located at the bottom of the configuration area.

Note that any children of Object Type “Hardware Assets” will be taken into account.

With this setup, when this issue goes to the configured status

Projects /  Human Resources /  SDTHREE-1

Employee John Smith

 Create subtask  Link...  C...  Issue Tree  Issue Progress 

Description

Edit description

Worker Assets 

 Mac 13 

 Samsung S22 

The ReadyCloud app will attempt to create return orders for both “Mac 13” and “Samsung S22” assets. They belong to different Object Types, but both inherited from “Hardware Assets” Object Type

11. Equipment custom field

This is the simplest way to define assets for the Worker issue. Consider this setup:

 **Human Resources**
Service project

 Back to project settings

 **ReadyCloud** DEV

| Worker

Assets

| Company

Projects / Human Resources / Project settings

ReadyCloud

Asset settings

Tell us where should we get Worker's assets from.

Consider following items to be Worker's assets *

Assets from ReadyCloud field "Equipment" ×  

Assets represented by Issues

Treat only these issue types as Worker's assets

Select... 

Now all it takes for you to let the ReadyCloud app know which assets belong to the Worker is to add some values to the Equipment field:



When the issue goes to the configured status, the app will attempt to create return order for assets “Mobile Phone” and “Micro PC”.

NOTE: the Equipment field needs to be added to issue screens.

12. Using the app

Once the app configuration is completed, it will track Worker issue transitions. When the Worker issue transitions to the configured status, the app will try to create return orders for all assets related to the Worker. The results of this action are:

- Return order QR codes are generated and attached to the Worker issue
- A comment with results summary is added to the Worker issue

If an error occurs - it is also posted to the comment.

Example:

Activity

Show: [All](#) [Comments](#) [History](#) [Work log](#) [Approvals](#) [Summarise comments](#) [Newest first](#)

[AK](#) [Add internal note](#) / [Reply to customer](#)

Pro tip: press **M** to comment

 ReadyCloud - IT Asset Retrieval for Jira 1 minute ago Edited - Internal note

ReadyCloud has successfully generated a QR Code for Return shipment of 'Mobile Phone'



UNPK-12K935W89006442360

ReadyCloud has successfully generated a QR Code for Return shipment of 'Micro PC'



UNPK-12K935W89008374976

13. Troubleshooting

Issue 1: Installation Fails

- **Solution:** Please contact ReadyCloud Team for troubleshooting

Issue 2: Error During Configuration

- **Solution:** Review system logs under **System Logs > Errors** to diagnose any issues.

14. Support Information

For further assistance, contact:

- **Support Email:** support@readycloud.com
- **Support Contact:** 877-818-7447