

Real time issue events - Documentation

Introduction

This page contains information about a new feature called “Real time issue events,” along with examples for Forge and Connect apps.

Disclaimer

This Early Access Program (EAP) offers experimental features to select users for testing and feedback purposes. These features are not supported or recommended for use in production environments. They are also subject to change without notice.

For more information about EAPs, see [What's coming](#).

Issue view behavior change

In the past, the issue view had to be manually refreshed in order for it to show up-to-date details. With real time issue events, when a user is working on an issue, every time that the issue is updated by another user, the issue view UI gets updated in the background.

Every time the issue view is updated, Ecosystem apps are notified about it via the event bus. They're also notified every time the issue view is edited by a user.

If your application depends on issue details, you can use utilize that information to update its UI.

Events

Usage

Forge

```
1 import {events} from '@forge/bridge';
2 events.on('JIRA_ISSUE_CHANGED', (data) => {
3   console.log('JIRA_ISSUE_CHANGED (Forge)', data);
4 });
```

Connect

```
1 AP.events.on('ISSUE_CHANGED', function (data) {
2   console.log('ISSUE_CHANGED (Connect)', data);
3 });
```

All types of Forge Custom UI and Connect modules rendered on the issue view are supported.

However, if you have multiple issue view modules in your app, you should use the [Jira issue view background script](#) module or its Connect counterpart. This will give you a central place for fetching issue details, thus reducing the number of network requests and improving the user experience. Fetching issue details separately for every module would introduce unnecessary overhead and degrade performance.

Data shape

```
1 {
2   "issueId": string,
3   "projectId": string,
```

```
4  "changes": {
5    "changeType": "updated" | "commented",
6    "atlassianId": string
7  }[]
8 }
```

Where

- `issueId` - ID of the issue the app is rendered on
- `projectId` - ID of the project the issue belongs to
- `changes` - the list of issue changes
 - `changeType` - type of the change
 - `commented` - a new comment was added to the page
 - `updated` - the issue has been updated
 - `atlassianId` - ID of the user who made the change

Limitations

1. UI kit apps don't have an event system in place and so aren't supported.
2. There is a delay between the moment the issue is modified and when the event is emitted. It might take up to a few seconds.
3. We can't guarantee that all issue change events will be received by Jira. Therefore, the issue view may sometimes remain stale.
4. When the issue is modified by the user who is currently viewing it, it will not be refreshed. This is because we assume the change was made by that same user and there is no need for an update.