

Export Single Jira Ticket as XML

Quick guide to export individual Jira issues in XML format for RoostGPT Integration.

Prerequisites

- Jira account with browse permissions for the target project
- Access to the specific issue you want to export

Export Steps

1. Navigate to the Issue

- Open the specific Jira issue in your browser
- Use issue key search (e.g., "PROJ-123") or browse to the ticket directly

2. Access Export Function

- Click the **Actions** menu (⋮) in the top-right corner of the issue
- Select **Export** from the dropdown menu

3. Choose XML Format

- Select **XML** from the available export format options
- Click **Export** to download the file

4. Save the File

- File downloads automatically as [PROJECT-KEY]-[ISSUE-NUMBER].xml
- Example: SUPPORT-456.xml

What's Included in the XML Export

The XML file contains:

- **Issue details:** Summary, description, key, project
- **Status information:** Current status, priority, issue type
- **People:** Assignee, reporter, watchers
- **Dates:** Created, updated, resolved timestamps
- **Custom fields:** All visible custom field values
- **Comments:** Issue comments with authors and timestamps
- **Work logs:** Time tracking entries (if enabled)
- **Labels and links:** Tags and issue relationships

XML Structure Overview

```
<rss version="0.92">
  <channel>
    <item>
      <title>[PROJ-123] Issue Summary</title>
      <key>PROJ-123</key>
      <summary>Brief description</summary>
      <description>Detailed description</description>
      <project>Project Name</project>
      <type>Bug/Task/Story</type>
      <status>Open/In Progress/Done</status>
      <assignee>username</assignee>
      <created>Date/Time</created>
      <customfields>...</customfields>
      <comments>...</comments>
    </item>
  </channel>
</rss>
```

Common Uses

- **Data migration:** Transfer issue data between systems
- **Reporting:** Import into Excel or BI tools for analysis
- **Integration:** Feed data into external applications
- **Backup:** Preserve critical issue information
- **Troubleshooting:** Analyze issue data offline

Troubleshooting

Export option missing?

- Verify you have project browse permissions
- Check if the export feature is enabled by your Jira admin

Download fails?

- Disable browser pop-up blockers
- Try using a different browser
- Check browser download settings

Large files?

- XML exports include all issue data and can be substantial for issues with many comments or custom fields

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