

Email This Issue for Jira vs. JIRA Comparison

Mailing capabilities of Jira and Email This Issue (both Server, Data Center and Cloud versions).

✗ NOT SUPPORTED
 ✔ SUPPORTED
 ✔ i CLICK FOR ADDITIONAL INFO

Feature	Jira out-of-the-box	Jira Service Desk (Server version)	Email This Issue CLOUD	Email This Issue SERVER & DATA CENTER
Outgoing Email Options				
Custom email templates	✗	✔ <small>Customer notifications only</small>	✔ <small>i</small>	✔ <small>i</small>
Notifications				
Support for single email addresses stored in custom fields via event notifications	✗	✗	✔	✔
Event notifications in Notification schemes	✔	✔	✔ <small>i</small>	✔ <small>i</small>
Event notifications with JQL conditions	✗	✔ <small>Using automation</small>	✔ <small>i</small>	✔ <small>i</small>
Manual Email Defaults				
Manual email options editing	✗	✗	✔	✔ <small>i</small>
Send issue details to users and to external email addresses (Email button)	✗	✗	✔ <small>i</small>	✔ <small>i</small>
Miscellaneous				
Send emails from a workflow transitions	✗	✔ <small>Using automation</small>	✔ <small>i</small>	✔ <small>i</small>
Deleting SMTP prefix from outgoing emails *	✗	✗	✔ <small>i</small>	✔
Send auto-acknowledge / auto-reply emails to senders	✗	✗	✔ <small>i</small>	✔ <small>i</small>
Generating From address and Sender name from fields or custom fields	✗	✗	✔ <small>i</small>	✔ <small>i</small>
Sending predefined responses (manually generated responses, not Confluence content pasted)	✗	✗	✔ <small>i</small>	✔ <small>i</small>
Distribution lists	✗	✗	✗	✔ <small>i</small>
Execute workflow transitions based on outgoing manual emails	✗	✗	✗	✔ <small>i</small>
Supporting CC and BCC recipients	✗	✗	✔	✔ <small>i</small>
Incoming email options				
Mail Handlers				
POP3 / IMAP accounts handling *	✔	✔	✔	✔
Fallback to a default reporter	✔	✔	✔ <small>i</small>	✔ <small>i</small>
Process incoming emails as new issues or comments	✔	✔	✔ <small>i</small>	✔ <small>i</small>
Create or Comment Or Link mail handler based on JQL	✗	✗	✗	✔ <small>i</small>
Execute workflow transition on issues upon processing emails	✗	✔ <small>Using automation</small>	✔ <small>i</small>	✔ <small>i</small>
Removing previous messages from reply emails using split regex	✔ <small>Limited</small>	✔ <small>Limited</small>	✔ <small>i</small>	✔ <small>i</small>
Field Actions based on incoming emails				
Initialize issue fields from email in new or existing issues	✗	✔ <small>Using automation</small>	✔ <small>i</small>	✔ <small>i</small>
Find issues related to incoming emails using issue fields	✗	✗	✗	✔ <small>i</small>
Email filtering	✗	✗	✔ <small>i</small>	✔ <small>i</small>
Execute workflow transitions based on regular expressions	✗	✗	✗	✔ <small>i</small>
Attachment handling				
Name and size based attachment filtering	✗	✗	✔ <small>i</small>	✔ <small>i</small>
MD5 hash based attachment filtering	✗	✗	✗	✔ <small>i</small>
Configuration				
Sender blacklist	✗	✗	✗	✔ <small>i</small>
Recipient whitelist	✗	✗	✔ <small>i</small>	✔ <small>i</small>
Recipient blacklist	✗	✗	✔ <small>i</small>	✔ <small>i</small>
Import/Export feature *	✗	✗	✗	✔
Additional features				
Searchable audit log of emails sent or received	✗	✔	✔ <small>i</small>	✔ <small>i</small>
JQL functions to search for issues sent / created or commented via emails	✗	✗	✗	✔ <small>i</small>
RestAPI to send emails	✗	✗	✗	✔ <small>i</small>
Multiple SMTP server support *	✗	✗	✔ <small>i</small>	✔

Server 7.1.15, Cloud 1.0, JSD 3.16.x Jira Software 7.13.x

DISCLAIMER

Not all features are listed here to a full extent due to minor differences in the different products and deployment versions, however, we have tried to highlight the biggest benefits one solution has over another.

* The features with star mark will be available in Q2 2019

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