

Set a watcher at ticket creation depending on custom field's value

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Features used to implement the example

- [Set a field as a function of other fields](#)
- [Add or remove watchers](#)

Example: Set a watcher at ticket creation depending on custom field's value

You can do it adding the following two post-function to transition **"Create issue"**:

[Set a field as a function of other fields](#): to set auxiliary field **"Ephemeral string 1"** with the name of a user depending on the value of field **"Customer"**.

 apple user	Apple user fcarmario@gmail.com	Not recorded	• jira-users	JIRA Internal Directory	Groups Project Roles Edit Delete
 bt user	BT user fcarmario@gmail.com	Not recorded	• jira-users	JIRA Internal Directory	Groups Project Roles Edit Delete
 google user	Google user fcarmario@gmail.com	Not recorded	• jira-users	JIRA Internal Directory	Groups Project Roles Edit Delete
 microsoft user	Microsoft user fcarmario@gmail.com	Not recorded	• jira-users	JIRA Internal Directory	Groups Project Roles Edit Delete

Configure Custom Field: Customer

Below are the Custom Field Configuration schemes for this custom field. Schemes are applicable for various issues types in a particular context. You can configure a custom field differently for each project context or in a global context. Moreover, project level schemes will over-ride global ones.

- [Add new context](#)
- [View Custom Fields](#)



Default Configuration Scheme for Customer

Default configuration scheme generated by JIRA

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):
Global (all issues)

Default Value: [Edit Default Value](#)

Options: [Edit Options](#)

- **Apple**
- **BT**
- **Google**
- **Microsoft**

Update parameters of the Set a field from a set of rules based on regular expressions Function for this transition.

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Field to be checked for matching with the set of setting rules:

Customer

Setting rules:

Put only one rule per line.

Rule format: `{(regular_expression)}value`

[Regular expression syntax](#)

(Apple)apple user
(BT)BT user
(Google)google user
(Microsoft)microsoft user

Write **only one rule per line**. The rules will be processed in order. Once a rule is matched by the field under evaluation, its associated value will be parsed and copied to selected target field, and the rest of the rules won't be processed.

If selected target field is of type **number**, **date** or **date and time**, the associated value should be a **number** or a **mathematical/time formula**. Other types like **user**, **date**, **issue status**, **issue priority** and **issue resolution** require values of corresponding suitable types.

Rule format: `{(regular_expression)}value`

Both, **regular expression** and **value** will be **parsed** like in post-function "Copy parsed text to a field", this way, by inclusion of field codes, you will be able to create **dynamic regular expressions and assignable values**.

Target field to be set:

Ephemeral string 1

[Add or remove watchers](#): to add the user stored in "Ephemeral string 1" as issue watcher. Look at the screenshots:

Update parameters of the Add or remove watchers Function for this transition.

Update parameters of the Add or remove watchers Function for this transition.

Operation to do:

- ☒ add users in field
- ☐ add users in role
- ☐ remove users in field
- ☐ remove users in role
- ☐ remove all watchers

The selected operation will add or remove watchers to the issue.

User in field:

- If you select a **Group Picker** or a **Multi Group Picker**, the operation will affect all users in selected groups.
- If you select a **Text** field, the plugin will expect to find a user name, or a comma or a semicolon separated user names list. User's full name or email aren't valid user identifiers.

User in project role:

Once configured, the transition will look like this:

All **Validators (2)** **Post Functions (4)**

☐ **Add** a new post function to the unconditional result of the transition.

Creates the issue originally.

THEN

The field **Ephemeral string 1** will be set according to the evaluation of **Customer** against the following set of rules:
(Apple)apple user
(BT)BT user
(Google)google user
(Microsoft)microsoft user
[Edit](#) | [Move Up](#) | [Move Down](#) | [Delete](#)

THEN

Add as watcher users in field **Ephemeral string 1**.
[Edit](#) | [Move Up](#) | [Move Down](#) | [Delete](#)

THEN

Fire a **Issue Created** event that can be processed by the listeners.
[Edit](#)

Other examples of that functions

[Set a field as a function of other fields](#)

Page: [Add watcher depending on security level](#)

Page: [Add watchers based on issue type](#)

Page: [Add watchers depending on the value of a custom field](#)

Related Usage Examples

- [Validate compatible values selection among dependent custom fields](#)
 - [example](#)
 - [validator](#)
 - [custom-field](#)

Page: Assign issue based on the value of a Cascading Select custom field

Page: Assign issue to a specific user based on a specific custom field value

Page: Assign issue to current user if assignee is empty

Page: Assign issue to current user if the user is not member of a certain project role

Page: Change assignee based on a custom field

Page: Change parent's status depending on sub-task's summary

Page: Changing issue priority depending on issue description

Page: Compose dynamic text by inserting field values in a text template

Page: Copy "Due date" into a date type custom field in a linked issue if it's greater than current issue's "Due date"

Page: Limit the number of hours a user can log per day

Page: Make parent issue progress through its workflow

Page: Rise priority if due date is less than 3 weeks away

Page: Set "Due date" depending on the value of other fields, in case it's uninitialized

Page: Set "Due date" to a specific day of next week no matter of date of creation this week

Page: Set "Due date" to current date at issue creation if not initialized

Page: Set a custom field "Urgency" depending on a combined value of issue's priority and "Impact" custom field

Page: Set a date based on current date

Page: Set a field based on reporter's email

Page: Set a watcher at ticket creation depending on custom field's value

Page: Set assignee depending on issue type

Page: Set security level based on groups and project roles the reporter or creator are in

Page: Set security level depending on reporter or creator

Page: Set the assignee based on a condition

Page: Set the value of a field of type "User Picker" depending on other field's value

Page: Set watchers depending on the value of a custom field

Page: Setting a custom field (User Picker) based on the value of another custom field (Text Field)

Page: Setting a field's default value depending on another field

Page: Setting the priority depending on the multiplication of custom fields

Page: Transition an issue automatically depending on the value of a field

Page: Unassign an issue when assigned to project leader

Page: Update checkboxes custom field if a file has been attached during a transition

Page: Using project properties to calculate custom sequence numbers

Add or remove watchers

Page: Add watchers based on issue type

Page: Add watchers from a part of the issue summary: "Summary_text - watcher1, watcher2, watcher3, ..."

Page: Set a watcher at ticket creation depending on custom field's value

Page: Set or remove watchers from a workflow transition

Page: Set watchers depending on the value of a custom field

- Validate a custom field "Story Points" has been given a value in Fibonacci sequence
 - example
 - validator
 - custom-field
- Validate that multi-user picker custom field A does not contain any user in multi-user picker custom field B
 - example
 - validator
 - custom-field
- Validation on the value of a Cascading Select field
 - example
 - validator
 - custom-field
- Make different fields mandatory depending on the value of a Select List custom field
 - example
 - validator
 - custom-field
- Make a custom field mandatory when priority is "Critical" or "Blocker" and issue type is "Incident"
 - example
 - validator
 - custom-field
- Enforce a field (Select List) to be set when another field (Radio Button) has a certain value (works with any kind of field type)
 - example
 - validator
 - custom-field
- Make attachment mandatory depending on the value of certain custom field
 - example
 - validator
 - custom-field
- Create a dynamic set of sub-tasks based on checkbox selection with unique summaries
 - example
 - post-function
 - custom-field
 - sub-task
- Total of all story points in an epic
 - example
 - custom-field
 - calculated-field
- Show timeliness of an issue based on two date pickers
 - example
 - custom-field
 - calculated-field
- Add and remove a single or a set of items from multi valued fields
 - example
 - post-function
 - custom-field
 - issue-links
 - sub-task
- Highest value of a custom field among linked issues
 - example
 - custom-field
 - calculated-field
- Google Maps location from address
 - example
 - calculated-field
 - custom-field
- Make certain custom field required in resolve screen only if the resolution was set to "Fixed"
 - example
 - validator
 - custom-field