

Changing issue priority depending on issue description

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Features used to implement the example

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Example: Changing issue priority depending on issue description

Is it possible to change the workflow to use a string in the issue description to alter the issue priority upon issue creation? Let's say we receive an e-mail with a string like this in it "**REPORTEDPRIORITY= 1**". Is it somehow possible to use this string from the description to change the issue priority to 1 with a post-function?

It's possible to do it simply by adding a post-function [Set a field as a function of other fields](#) in transition "**Create Issue**", setting field "**Priority**" depending on whether field "**Description**" matches one of a set of regular expressions. You can see exactly how to do it in the following two screenshots:

Field to be checked for matching with type 1 setting rules:

Description - [Text]

This field is only used by rules where conditional part is a regular expression written in brackets: `'(regular_expression)'value`

Target field to be set:

Priority - [Issue priority]

Field to be set by first matched setting rule. Type of the field is shown in square brackets. Check [documentation on Virtual Fields](#) to get information about suitable values for setting selected target field.

☐ Don't overwrite target field if it's already set.

Setting rules:

There are two types of setting rules, and both types can be combined in the same post-function.

Rule formats:

- type 1: `'(regular_expression)'value`
- type 2: `'(boolean_expression)'value`

Write only one rule per line.

value may be a parsed text or a mathematical or time formula, depending on the type of selected *Target field*.

[Regular expression syntax](#)

```

1 ((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*0\b(.[\r\n])*)Blocker
2 ((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*1\b(.[\r\n])*)Critical
3 ((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*2\b(.[\r\n])*)Major
4 ((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*3\b(.[\r\n])*)Minor
5 ((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*4\b(.[\r\n])*)Trivial

```

☐ Evaluate all the setting rules, not stopping at first match. Only for multi-valued and ephemeral target fields.

[Line 5 / Col 61]

Original estimate (minutes) - [Number] - {00068}

Insert Numeric Value

Summary - [Text] - %{00000}

Insert String Value

Write only one rule per line. The rules will be processed in order. Once a rule is matched, its associated value will be parsed or calculated 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, 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.

There are 2 kinds of rules which can be combined in the same post-function:

- type 1: uses format *optional_prefixes* `(regular_expression)value`. This setting rules check if a certain regular expression matches selected *field to be checked*.
- type 2: uses format *optional_prefixes* `(boolean_expression)value`. This is the most powerful of both types of rules, since you can use complex boolean expressions, including a combination of math, date, time and text-string terms with logical connectives OR, AND and NOT.

In the case of setting rules of type 1, 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.

Optional prefixes are single characters that can precede setting rules for changing somehow its behavior:

- a** : makes value part in setting rules to be parsed in advanced parsing mode.
- i** : in type 1 setting rules, makes *regular expression* to be evaluated in ignore case mode.
- l** : in type 1 setting rules, makes *regular expression* to be treated as a literal string.

Setting rules used were:

```

((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*0\b(.[\r\n])*)Blocker
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*1\b(.[\r\n])*)Critical
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*2\b(.[\r\n])*)Major
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*3\b(.[\r\n])*)Minor
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*4\b(.[\r\n])*)Trivial

```

Once configured, the transition looks like this:

The following will be processed after the transition occurs

[Add post function](#)

1. The field **Priority** will be set according to the evaluation of **Description** against the following set of rules:

```
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*0\b(.[\r\n])*)Blocker
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*1\b(.[\r\n])*)Critical
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*2\b(.[\r\n])*)Major
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*3\b(.[\r\n])*)Minor
((.[\r\n])*\bREPORTEDPRIORITY\s*=\s*4\b(.[\r\n])*)Trivial
```

This feature will be run as user in field **Current user**.

by JWT

Other examples of that function

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Related Usage Examples

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- outdated
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