

# Creating a Jira Service Desk internal comment

## On this page

- [Features used to implement the example](#)
- [Example 1: Creating a Jira Service Desk internal comment](#)
- [Example 2: Copy transition's comment as new comment to a linked issue](#)
- [Example 3: Conditional execution of a post-function depending on comment visibility restriction](#)
- [Other examples of that functions](#)
- [Related Usage Examples](#)

## Features used to implement the example

- [Write field on linked issues or sub-tasks](#)
- [Update issue fields](#)
- [Add a comment](#)

## Example 1: Creating a Jira Service Desk internal comment

SINCE VERSION 2.2

There are two different ways to do it:

1. Once created a comment (e.g., using **"New comment"** virtual field), you can use virtual field **"Last comment's visibility restriction"** for setting visibility restriction. You should write on this field value **"internal"** or **"public"** (without double quotes) for setting JSD (Jira Service Desk) comment's visibility.
2. A more direct way to do it is simply by adding string **" : {visibility=internal}"** or **" : {visibility=public}"** at the end of your comment's body when creating a comment with **"New comment"** or when editing a comment with **"Last comment"**.

This is an example of the second option:

**Target field:**  

New comment - [Text]

Field to be written with the resulting parsed text.  
☐ Don't overwrite target field if it's already set.

**Parsing Mode:**  

☒ **Basic**  
**Basic mode:** Insert field codes anywhere in the text, and they will be replaced with corresponding field values. Field code formats are `%{nnnnn}`, and `%{nnnnn.i}` for Cascading Select fields (i = 0 for base level).

☐ **Advanced**  
**Advanced mode:** Strings literals are written in double quotes (*"This is a string."*). Operator `*+*` is used to concatenate strings, and field codes are like in basic mode, e.g., *"Issue key is "+ "%{00015} + "."*. More information at [parser syntax documentation](#).

**Text to be parsed and then copied to target field:** [Syntax Specification](#)  

```
1 This is an internal comment.:{visibility=internal}
```

Text to be parsed in the example is: `This is an internal comment.:{visibility=internal}`

And here is the resulting comment:

Activity

All
Comments
Work Log
History
Activity
Transitions

▼

admin added a comment - Just now

REPORTER

Internal

This is an internal comment.

You can also use the **name of a group** or the **name of a project role** as value of optional parameter **visibility**(i.e., "**{visibility=jira-developers}**" or "**{visibility=Managers}**"), and the visibility will be set for entered group or project role.

## Example 2: Copy transition's comment as new comment to a linked issue

What should I do if I want to copy the comment from the actual issue from Field "Transition's comment - [Text]" to the linked issue into the field "New comment - [Text]"? How can I add the visibility to the role "Users"?

You can do it using [Write field on linked issues or sub-tasks](#) post-function with the following configuration:

Source value that will be written into target field:

Select a source type:

☐ field in current issue
☒ **parsed text (basic mode)**
☐ parsed text (advanced mode)
☐ math or date-time

[ Line 1 / Col 30 ]

1

%{00127} : {visibility=Users}

Field codes with format %{nnnnn} will be replaced with the corresponding field values. With **Cascading Select** fields use %{nnnnn.0} and %{nnnnn.1} for referencing **base** level and **child** levels respectively.

Check Syntax

String Field Code Injector:

Transition's comment - [Text] - %{00127}

Field Code for Current Issue

Field Code for Linked Issues / Subtasks

Numeric/Date-Time Field Code Injector:

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

Field Code for Current Issue

Field Code for Linked Issues / Subtasks

Target field that will be set in linked issues or subtasks:

New comment - [Text]

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

Text to be parsed in the example is: **%{00127} : {visibility=Users}**

Note that

- **%{00127}** is field code for "Transition's comment".

## Example 3: Conditional execution of a post-function depending on comment visibility restriction

Any way to use this in the conditional execution of a post function? if a comment is internal, send an email to someone? or verify the comment is not internal? that type of thing. Thank you.

Assuming that your condition is on comment entered in the transition, you can use boolean expressions like these:

1. A comment has been entered in transition, and the visibility is **Internal**.  
`%{00127} != null AND %{00130} = "Internal"`
2. A comment has been entered in transition, and the visibility is **not Internal**.  
`%{00127} != null AND %{00130} != "Internal"`
3. A comment has been entered in transition, and the visibility is **public**.  
`%{00127} != null AND %{00130} = "Public"`

Note that `%{00127}` is field code for Transition's comment, and `%{00130}` is field code for Last comment's visibility restriction.

---

## Other examples of that functions

### Write field on linked issues or sub-tasks

Page: [Add and remove a single or a set of items from multi valued fields](#)  
Page: [Automatically become watcher of every issue blocking an issue assigned to you](#)  
Page: [Automatically close resolved sub-tasks when parent issue is closed](#)  
Page: [Automatically resolve an epic when all its stories are resolved](#)  
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: [Copy attachments from one issue to another](#)  
Page: [Create a comment in sub-tasks when parent transitions](#)  
Page: [Creating a Jira Service Desk internal comment](#)  
Page: [Creating a Jira Service Desk internal comment on linked issues](#)  
Page: [Execute transition in epic](#)  
Page: [Make linked issues, sub-tasks and JQL selected issues progress through its workflows](#)  
Page: [Moving sub-tasks to "Open" status when parent issue moves to "In Progress"](#)  
Page: [Sum sub-task's "Time Spent" \(work logs\) and add it to a certain linked issue](#)  
Page: [Transition sub-tasks when parent is transitioned](#)

### Update issue fields

Page: [Add and remove a single or a set of items from multi valued fields](#)  
Page: [Compose dynamic text by inserting field values in a text template](#)  
Page: [Creating a Jira Service Desk internal comment](#)  
Page: [Creating a Jira Service Desk internal comment on linked issues](#)  
Page: [Make linked issues, sub-tasks and JQL selected issues progress through its workflows](#)  
Page: [Moving sub-tasks to "Open" status when parent issue moves to "In Progress"](#)  
Page: [Parse Email addresses to watchers list](#)  
Page: [Set priority for issues that have been in a certain status for longer than 24 hours](#)  
Page: [Transition linked issues in currently active sprint](#)  
Page: [Transition only a sub-task among several ones](#)  
Page: [Using project properties to calculate custom sequence numbers](#)  
Page: [Writing a comment to blocked issues when blocking issues are resolved](#)

### Add a comment

Page: [Compose dynamic text by inserting field values in a text template](#)  
Page: [Creating a Jira Service Desk internal comment](#)  
Page: [Creating a Jira Service Desk internal comment on linked issues](#)

## Related Usage Examples

- [Creating a Jira Service Desk internal comment](#)
  - [example](#)
  - [post-function](#)
- [Limit the number of hours a user can log per day](#)
  - [example](#)
  - [validator](#)
  - [post-function](#)
  - [work-log](#)
- [Using project properties to calculate custom sequence numbers](#)
  - [example](#)
  - [post-function](#)
  - [calculated-field](#)
  - [project-properties](#)
- [Set a date based on current date](#)
  - [example](#)
  - [post-function](#)
- [Setting the priority depending on the multiplication of custom fields](#)
  - [example](#)
  - [calculated-field](#)
  - [post-function](#)
- [Parse Email addresses to watchers list](#)
  - [example](#)
  - [post-function](#)
- [Set the assignee based on a condition](#)
  - [example](#)
  - [post-function](#)
- [Create a dynamic set of sub-tasks based on checkbox selection with unique summaries](#)
  - [example](#)
  - [post-function](#)
  - [custom-field](#)
  - [sub-task](#)
- [Create a static set of sub-tasks with unique summaries](#)
  - [example](#)
  - [post-function](#)
- [Triage Jira Service Desk email requests \(Move issues\)](#)
  - [example](#)
  - [post-function](#)
  - [move](#)
  - [transition-issue](#)
- [Moving story to "In Progress" when one of its sub-tasks is moved to "In Progress" \(Transition issues\)](#)
  - [example](#)
  - [post-function](#)
  - [transition](#)
- [Transition sub-tasks when parent is transitioned](#)
  - [example](#)
  - [post-function](#)
  - [sub-task](#)
  - [transition](#)
  - [outdated](#)
- [Transition only a sub-task among several ones](#)
  - [example](#)
  - [post-function](#)
  - [sub-task](#)
  - [transition](#)

- outdated
- Moving sub-tasks to "Open" status when parent issue moves to "In Progress"
  - example
  - post-function
  - sub-task
  - transition
  - outdated
- Moving story to "Ready for QA" once all its sub-tasks are in "Ready for QA" status
  - example
  - post-function
  - sub-task
  - transition
  - outdated