Creating a Jira Service Desk internal comment

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Features used to implement the example

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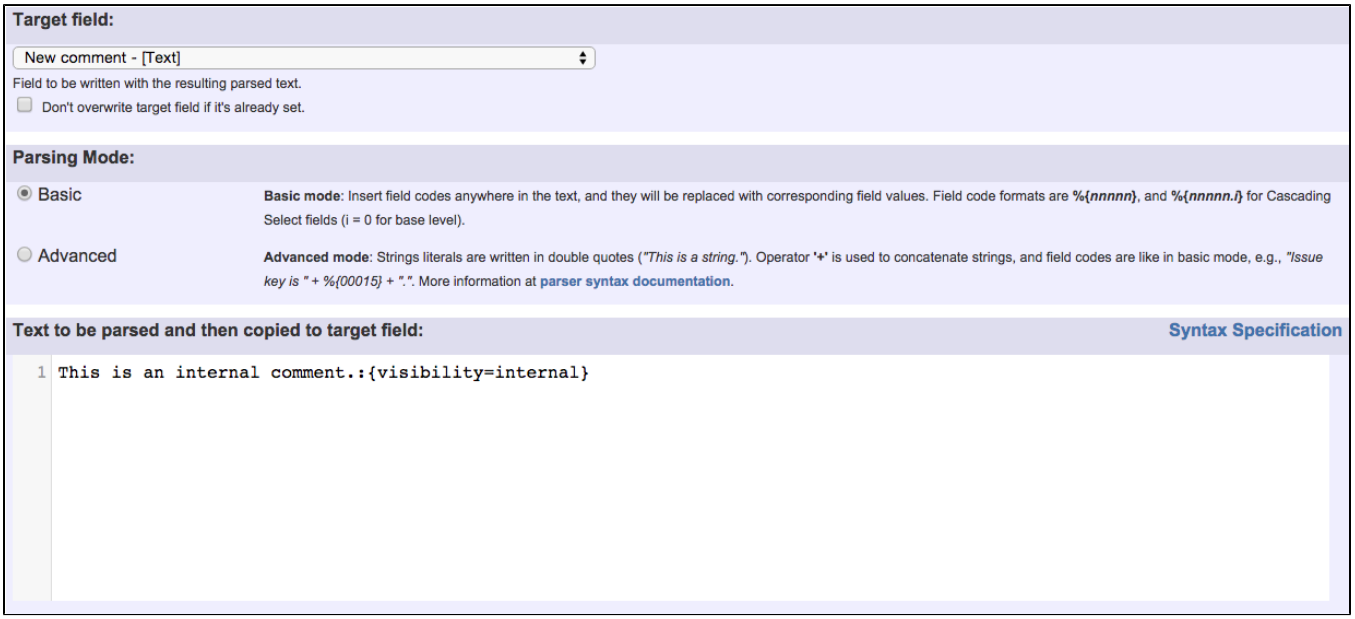
Example 1: Creating a Jira Service Desk internal comment

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:



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

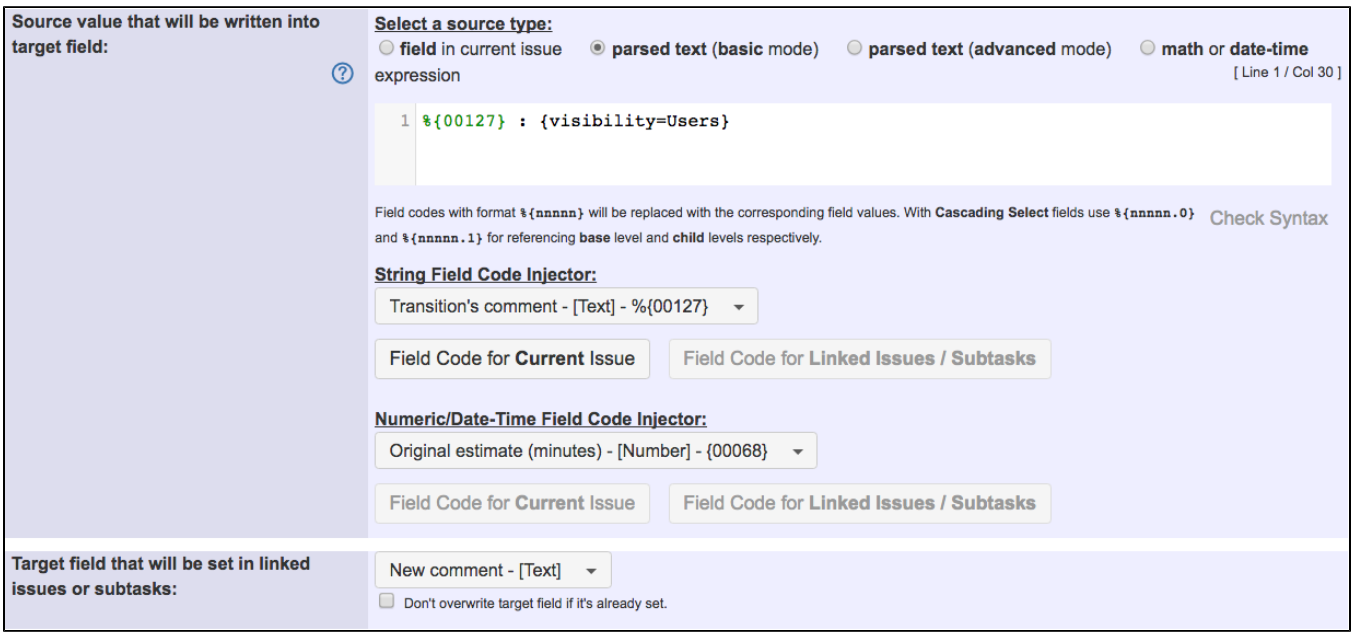
And here is the resulting comment:

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:



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 adresses 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 adresses 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