Use case library

Workflow use cases	Calculated fields use cases	JWT properties use cases
Automation use cases	Calendar use cases	JWT JQL function use cases

Use case	JWT feature	Workflow function	Automated action	Field type	Parser functions	Label
Add a hyperlink to an issue in an email		Send email				
Add assignee as watcher to every blocking issue		Update linked issue or sub-task				
Add a table with the elements of a text to an email		Send email			toString() textOnStringList() toStringList()	
Add attachments from current issue to cloning issues		Update linked issue or sub-task				
Add comment after seven days in the same status			Add comment action			
Add comment when creating issues outside of business hours		Add comment			withinCalendar()	STAFF PICK
Add comment with the request participants' display name		Add comment			toString() textOnStringList() toStringList() userDisplayName()	
Add components of the epic to the current issue			Update field action			
Add days skipping weekends and holidays to a Date Picker field		Update or copy field values			addTime()	
Add internal Jira Service Management comment		Add comment				
Add links to the issues in a ScriptRunner Issue Picker field			Create issue link action Delete issue link action		issueKeysToIssueList() toString() toStringList() replaceAll() previousValue()	
Add or remove request participants		Update or copy field values				
Add percentaged profit margin when closing issue		Log work				

Add sub-tasks to an automatically created issue		Create issue	Create issue action	getMatchingValue()
Add sub-tasks to an issue on creation			Create issue action	
Add user to field depending on selected options		Update field based on rules		
Add watchers based on issue type		Add or remove watchers		
Add watchers ignoring inactive users		Update or copy field values		usersInGroup() isActive() toString() filterByPredicate()
A developer must not execute the transition		User is not in project role		
Alert the assignee of important issues		Add comment		
Alert the reporter		Add comment		
All blocking issues must be resolved		Condition on linked issues Validation of linked issues		
All sub-tasks in the Closed status must have a specific resolution		Condition on sub-tasks Validation of sub-tasks		
All sub-tasks must be Done or Closed		Condition on sub-tasks Validation of sub-tasks		
All sub-tasks must be resolved		Condition on sub-tasks Validation of sub-tasks		STAFF PICK
All sub-tasks with a resolution of Done must be in a specific status		Condition on sub-tasks Validation of sub-tasks		
An issue must have at least 3 resolved Test Cases		Condition on sub-tasks Validation of sub-tasks		

Assign an issue to the last assignee on a transition			Assign issue action		
Assignee may only have a restricted number of assigned issues		Condition based on JQL query Validation based on JQL query			
Assign important issues to the project lead		Update or copy field values			
Assign issues to your team during a transition			Assign issue action	isInGroup()	
Assign issue to current user		Update or copy field values			
Assign issue to the default user of a role		Assign to project role			
Automatically assign a tester during your development process		Assign to project role			
Automatically assign issues to your team			Assign issue action		
Automatically close parent when all sub-tasks are done			Transition issue action	count() filterByStatus() siblingSubtasks()	STAFF PICK
Automatically close sub-tasks when parent is completed			Transition issue action		STAFF PICK
Automatically create a version when starting the release		Execute remote action			
Automatically fill an insight custom field after a transition		Update or copy field values			
Automatically link an issue to an external one		Execute remote action			
Automatically log work on a Jira issue		Execute remote action		dateTimeToString()	
Automatically log work spent in a specific status		Log work		timeDifference()	
Block an Epic's transition depending on linked issues status and due date		Logical validator Logical condition		count() filterByPredicate() linkedIssues()	

Block an Epic's transition until all the issues under that Epic are resolved		Logical validator Logical condition			count() issuesUnderEpic() filterByResolution()	
Block a transition until all sub-tasks have certain fields populated	 	Logical validator Logical condition			count() filterByPredicate() subtasks()	STAFF PICK
Bulk clear the issue resolution			Update field action			STAFF PICK
Bulk edit the issue resolution			Update field action			STAFF PICK
Calculate custom sequence numbers		Update or copy field values Set or create JWT project property			toUpperCase() substring() length() projectProperty() toNumber()	
Change the assignee to the next evaluator		Update or copy field values			first() toStringList()	
Check if an issue was resolved on time				Text	datePart()	
Clone epic, tasks and sub-tasks		Create issue			toString() toStringList() issueKeysToIssueList() replaceFirst() first() fieldValue() textOnStringList() findModify() subtasks() issuesUnderEpic()	
Clone issue in external instance		Execute remote action				
Close epic when stories are done			Transition issue action		count() filterByStatus() issuesUnderEpic()	
Close parent issue only when all sub-tasks are closed	 	Condition on sub-tasks Validation of sub-tasks				
Close stories when epic is done			Transition issue action			
Components from all sub-tasks				Text	toString() distinct() fieldValue() subtasks()	

Copy excerpted value from new comments			Update field action	findPattern() first()	
Copy formatted description of issue into email		Send email		wikiToHTML()	
Copy highest priority from linked issues		Copy field values from linked issues or subtasks			
Copy latest due date from sub-tasks		Copy field values from linked issues or subtasks			
Copy the parent issue comments to its sub-tasks			Add comment action		
Create a comment on an external Jira ticket		Execute remote action			
Create a component to group issues related to UI design		Execute remote action			
Create a new employee account during an onboarding process		Execute remote action			
Create an external project for a new employee during an onboarding process		Execute remote action			
Create an internal Service Management comment on linked issues		Update or copy field values			
Create an issue in the current project		Create issue			STAFF PICK
Create an issue with a custom summary		Create issue		previousValue()	
Create an overview page for a software release		Execute remote action			
Create a personal space for a new employee		Execute remote action			
Create a sub-task for each component		Create issue		toStringList()	
Create a sub-task for every recurring deadline within a task		Create issue		addMonths() getMatchingValue() dateToString()	

Create a sub-task for every sub-task closed		Create issue			findReplaceFirst() first() findPattern() toString() sum() toNumber()	
Create a sub-task for every user in a field and assign them		Create issue			getMatchingValue() toStringList()	
Create child issue within Advanced Roadmaps hierarchy		Create issue				
Create Confluence page with links to issues		Execute remote action				
Create issue link when issue is created			Create issue link action		issuesFromJQL()	
Create issues randomly		Create issue			modulus() round() random()	
Create issue under epic		Create issue			toString() epic()	
Create several issues combining fields		Create issue			nthElement() toStringList() modulus() count() ceil()	
Create several sub-tasks depending on the component		Create issue				
Create sub-tasks depending on selected values in a custom field			Create issue action		toStringList()	
Create sub-tasks depending on selected values in custom field		Create issue			toStringList()	STAFF PICK
Create three issues with individual summaries		Create issue			getMatchingValue()	
Creation date of the linked epic				Date-time	first() fieldValue() linkedIssues()	STAFF PICK
Current user must be reporter		Compare two values condition Compare two values validator				
Delete the attachments of an issue 30 days after closing it			Update field action			

Details of the last comment			Text		STAFF PICK
Difference between the current date and the earliest due date			Number	min() fieldValue() subtasks()	
Difference between two dates in business days			Text	formatWorkDuration() timeDifference()	
Display additional details of the issue creator			Text		
Display current issue's project category			Text		
Display historic due dates			Text	toString() textOnNumberList() fieldHistory() dateToString()	
Display reporters of linked Cloud issues			Text	executeRemoteAction() findPattern() toStringList() toString() distinct()	
Elapsed time between creation and resolution			Number		STAFF PICK
Ensure that all issues linked with a certain issue link type have "Due Date" field set	 	Logical validator Logical condition		count() linkedIssues() fieldValue()	
Ensure that an issue has at least one attachment		Logical validator Logical condition			STAFF PICK
Escalate issue to assignee's supervisor		Copy JWT user property		userProperty()	STAFF PICK
Evaluate Assets objects	 	Logical validator Logical condition		findPattern() findReplaceAll() replaceAll() toStringList()	
Extract an email address from the last comment		Copy excerpted value			
Extract the issue priority from the summary		Copy excerpted value			

Fast-track transition issues assigned to the project lead		Transition issue			STAFF PICK
Format the issue's summary according to specified rules		Format field value			STAFF PICK
Get attributes of Assets objects		Execute remote action			
Get Checklist		Execute remote action			
Get Hubspot contact information		Execute remote action			
Google Maps location			Text	replaceAll() toLowerCase()	STAFF PICK
Halt a transition if an element is not contained in a list		Logical validator Logical condition		toStringList()	
Hide transition from issue creator		Except users in field			
Hide transition to a previous status		Logical condition			
Highest ranked custom field value among all linked issues			Text	first() sort() fieldValue() linkedIssues()	
Highest value out of several fields			Text	max()	
Inherit value from parent in Advanced Roadmaps hierarchy		Update field action		fieldValue() first() parent()	
Inline images in a generated email		Send email		replaceAll()	
Keep calculated custom field in sync		Reindex issue action			STAFF PICK
Keep parent issue's priority in sync		Update or copy field values			
Keep the priority of parents and sub-tasks in sync		Update field action			

Keep the status of an issue and its linked issues in sync		Transition issue			
Keep the status of parents and sub-tasks in sync			Transition issue action		STAFF PICK
Keep the status of parents and sub-tasks in sync (post function use case)		Transition issue			
Keep track of important status updates		Update or copy field values Fields required or changed		dateTimeToString()	
Last comment, its author, and timestamp			Text	userFullName() dateToString() last() allCommentDates()	STAFF PICK
Last commenter's full name			Text	userFullName()	
Link a Jira issue with the corresponding release ticket		Execute remote action			
Link issue to issue keys in its description		Create issue link		findPattern() toString()	
Link to JQL query with information from issue			Text	toString() textOnStringList() toStringList()	
Link to the linked epic from the current issue			Text	toString() fieldValue() issueKeysToIssueList()	
List all bugs where the current user was mentioned in a comment					
List all issues that are blocking issues that are due soon					
List all issues with an inactive assignee and that were assigned by the current user				isActive() fieldHistory()	
List all issues with a specific value matching a custom text field					

Log absence time on another issue		Log work			stringToDate()
Make "Time spent" field required		Logical validator			
Make the assignee required	 	Fields required Fields required or changed			
Make the description required	 	Fields required Fields required or changed			
Manually create test issues			Create issue action		
Manually delete test issues			Delete issue action		
Match several values of a list		Update or copy field values			toString() distinct() filterByPredicate()
Months elapsed				Number	month()
Move an issue to another issue type		Move issue			
Move an issue to another project		Move issue			
Notify about date of last comment for high priority issues			Send email action		
Notify assignees when components are merged			Add comment action		
Notify for high priority issue			Send email action		
Notify the assignee one week before the due date			Send email action		
Notify the project lead on priority changes			Add comment action		
Notify the reporter of an issue about its status by a Telegram message		Execute remote action			

Number of days an issue was in the Open status against a JWT calendar			Number	timeInStatus()	
Number of hours in the current priority			Number	timeInValue()	
Number of issues in the same version			Number	count() issuesFromJQL()	
Number of open subtasks			Number	count() filterByPredicate() subtasks()	
Number of times a custom field has been changed			Number	count() fieldChangeTimes()	
Number of times a resolved issue has been rejected			Number	count() timesOfTransition()	
Number of unresolved blocking issues			Number	count() filterByResolution() linkedIssues()	STAFF PICK
Obtain a value from an Elements Connect custom field		Send email		findPattern() toString()	
Only users in a project role can execute a transition		Users are /aren't in project role (validator) Users are /aren't in project role (condition)			
Only user specified in project property is allowed to execute transition		Condition on JWT project property Validation of JWT project property		projectProperty()	
Only watchers can execute a transition		Only users in a field			
Operate with field values from sub-tasks			Number		
Predicted completion date of an epic			Date-time	addTimeSkippingWeekends()	STAFF PICK
Predicted resolution date based on business hours			Date-time	addTime()	

Prevent a closed issue from being reopened after resting 1 week closed		Logical validator Logical condition		isInRole()
Prevent a transition depending of the number of components		Logical validator Logical condition		numberOfSelectedItems()
Prevent creation of issues with a duplicate summary		Validation based on JQL query		
Prevent external users from creating issues		Logical validator		matches() toString() textOnStringList() toStringList() userDisplayName()
Prevent having the same assignee in two sub-tasks			Update field action	
Prevent issue creation if description contains less than 100 characters		Logical validator		replaceAll() length()
Prevent issue creation with the same field value		Validation based on JQL query Logical validator		
Prevent issue creation with the same field value (Boolean)		Logical validator Validation based on JQL query		count() issuesFromJQL()
Prevent issue from being "Closed" if blocking issues are not closed yet.		Validation of linked issues		
Prevent setting due dates outside business hours		Logical validator Logical condition		withinCalendar()
Prevent the creation of sub-tasks unless the parent issue is in a certain status		Logical validator		
Prevent transitioning when there is a blocking issue		Validation of linked issues		
Prevent users from selecting specific fix versions		Condition based on regular expression Validation based on regular expression		

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Prioritize the issues globally		Update or copy field values		indexOf() previousValue() issuesFromJQL()	
Proceed with a task only when all sub-tasks are completed		Condition on sub-tasks Validation of sub-tasks			
Read the information from a Trello card		Execute remote action			
Re-assign issues and leave a comment			Add comment action Assign issue action		
Reindex issue on custom field update			Reindex issue action		
Reindex linked issues			Reindex issue action		
Reject duplicated file names in attachments		Logical validator Logical condition		count() toStringList() distinct()	
Remind users to close inactive issues			Add comment action		STAFF PICK
Remove blocking links when blocking issue is closed		Delete issue link			
Remove remaining estimate when an issue is closed		Update field action			
Re-open issue when a new comment is added			Transition issue action		
Reopen parent issue, if a sub-task is reopened		Transition issue			
Resolution must be empty		Fields required Fields required or changed			
Resolve issues when all options of a checklist are checked			Transition issue action	numberOfAvailableItems() numberOfSelectedItems()	
Restrict issue creation per issue type and project role		Logical validator		isInRole()	

Restrict the issue creation with specific issue types to certain project roles		Users are /aren't in project role (validator)		
Retrieve all tickets assigned to a developer				
Retrieve the assets of an issue in Jira cloud		Execute remote action		
Return all issues in the currently open sprint with unresolved sub-tasks				
Scheduled project reindex			Reindex issue action	
Schedule issues for re-submission			Transition issue action	
Schedule the escalation of overdue issues			Transition Issue	
Send email after transitioning to specific status		Send email		
Send email when a field is updated			Send email action	
Send email with the URL of the attachments included in the description		Send email		replaceAll() toString() attachment Urls() findPattern()
Set a condition in a global transition which only applies in a certain status		Logical condition		
Set a date on the same week day on alternate weeks		Update or copy field values		addDays() nextDayOfTheWeek() modulus() weekOfTheYear() date Part()
Set a Date Picker field to the nth day of the month		Update or copy field values		dayOfTheMonth() lastDayOfTheM onth() addDays()
Set a date two months after the end of the quarter		Update or copy field values		nextTime() addMonths()
Set assignee based on a former assignee		Update or copy field values		previousValue()
Set assignee based on priority		Update field based on rules		priority()
Set assignee depending on issue type		Update field based on rules		issueType()

Set a watcher based on custom field value		Add or remove watchers			
Set Checklist		Execute remote action			
Set custom IDs for each issue		Set or create JWT project property Update or copy field values		length() projectProperty() substring() toNumber() year()	
Set Due Date with latest value among sub-tasks		Update or copy field values		fieldValue() max() siblingSubtasks()	
Set fix version based on its start and release date		Update or copy field values		toString() textOnStringList() unreleasedVersions() startDates() releaseDates() first()	
Set issue security level depending on reporter		Update field based on rules		issueSecurityLevel()	STAFF PICK
Set reporter as assignee if a User Picker field is empty		Update field based on rules			
Set specific default assignee if not set		Copy JWT project property			
Set the assignee of an external issue same as the transitioned issue		Execute remote action			
Set the calculated field's visibility in function of the username, role or group	 		Date-time Number Text	isInRole() isInGroup()	
Set the next fix version		Update or copy field values		floor() toNumber() substring() length()	
Shorten the summary to a maximum number of characters		Update or copy field values		substring() length()	
Specific sub-tasks must be resolved	 	Condition on sub-tasks Validation of sub-tasks			
Start Progress on parent, if sub-tasks are started		Transition issue			STAFF PICK

Status and assignee of parent issue				Text	
Sum of field value from issues in JQL query				Number	sum() fieldValue() issuesFromJQL()
Sum of Tempo billable hours				Number	executeRemoteAction() toNumberList() sum() toNumber()
Sum up value in parent issue on field change in sub-tasks			Update field action		fieldValue() sum() subtasks()
There must be at least one related Service Management request		Condition on linked issues Validation of linked issues			
Time left before the issue is due				Number	max()
Total of all story points in an epic				Number	sum() fieldValue() issuesUnderEpic() STAFF PICK
Total remaining estimate in an epic (all linked issues)				Number	sum() fieldValue() issuesUnderEpic() subtasks()
Total remaining estimate in an epic (no sub-tasks)				Number	sum() fieldValue() issuesUnderEpic()
Total time logged on an epic				Number	sum() fieldValue() issuesUnderEpic()
Track issues mentioned in comments			Create issue link action		findPattern() issueKeysToIssueList() toString()
Transition affected issues when releasing a version (automatically)			Transition issue action		STAFF PICK
Transition affected issues when releasing a version (manually)			Transition issue action		

Transition an external Jira ticket based on the linked internal one		Execute remote action			
Transition issues when assigned to a developer			Transition issue action		
Translate the description		Execute remote action		replaceAll() wikiToHTML() htmlTo Txt()	
Triage issues created by email		Move issue		toUpperCase() toString() findPattern() isInGroup()	STAFF PICK
Update assignee and reporter to facilitate user deletion			Add comment action Assign issue action Update field action		STAFF PICK
Validate a Select List (cascading) custom field		Logical validator Logi cal condition			
Validate only issue links created in transition screen		Logical validator		count() transitionLinkedIssues() filterByProject() filterByIssueType()	
Validation based on the value of a date type project property		Logical validator Logical condition		stringToDate() projectProperty()	

If you still have questions, feel free to refer to our support team.