

# Alert the reporter

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## Use case

Workflows are a perfect spot for wiping out manual work. Repetitive tasks can easily be translated to post functions and by a blink of an eye, your work get's done!

Like in this example, you might find yourself in the position of often adding the same comments over and over again. In this use case, the **Add comment** post function will be used, to **automatically add a comment** to the current issue **mentioning the reporter!**



## Configuration

1

Add the **Add comment** post function to the workflow transition you want to place it in.

2

### Comment text

Choose **Add comment manually (parser expression)**.

3

### Expression

```
Hi [~{%issue.reporter}],  
this issue needs your immediate attention.  
  
Thanks,  
{%system.currentUserFullName}
```

4

### Further configuration

#### Comment visibility

By default it is set to **Unrestricted (all users)**, but you can change this option.

You can select either a group, project role or set Jira Service Management visibilities.

#### Additional options

By default, no email will be sent for this comment. Hit the checkbox to send one!

## Run as

Select which **user** will be used to execute this post function. By default this parameter is set to the **current user**. You can also use field codes to run the function as a dynamic user (e.g. current assignee).

Make sure that the user running the post function has all the **relevant permissions** to perform the actions defined in the configuration (e.g. "Update Issues")!

If you want to keep track the actions being performed automatically, we suggest to create a **dedicated JWT account**, granted all relevant **permissions**, and use it in the Run as parameter to identify which changes have been made with JWT.



## Screenshots

### Update parameters of the Add comment Function for this transition.

Update parameters of the Add comment Function for this transition.

#### Basic configuration\*

Define the required parameters needed to execute this post function.

Comment text\*

Add comment manually (parser expression)

Define the content of the comment.

Expression\*

```
1 Hi [~{%{issue.reporter}}],
2 this issue needs your immediate attention.
3
4 Thanks,
5 {%{system.currentUserFullName}}
```

Enter plain text and optionally use field codes, e.g. %{issue.summary}, to insert field values.

- > Comment visibility
- > Additional options
- > Conditional execution
- > Run as

### Add comment

Documentation



Add a comment to an issue.

#### Workflow

JWT 3.0.0 Use cases



#### Examples

Pick one of the following example configurations and get started in no time. More details will be provided upon your selection.

- Alert the reporter
- Alert the assignee of important issues



## Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Add comment with the request participants' display name		Add comment	toString() textOnStringList() toStringList() userDisplayName()	
Add internal Jira Service Management comment		Add comment		
Alert the assignee of important issues		Add comment		

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[Alert the reporter](#)



[Add comment](#)

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If you still have questions, feel free to refer to our [support](#) team.