

Alert the assignee of important issues

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Use case

Comments are a great way to let users know what is going on and what the latest updates are.

But they perfectly fit for reminding users of doing something!

In this use case we will use the **Add comment** post function to automatically add a comment to the current issue and notifying the assignee to take action.



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.assignee}}],  
this issue needs your attention. Please provide feedback as soon as possible!  
  
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.

5

Conditional execution

Enter the following expression:

```
%{issue.priority} in ["High", "Highest"]
```

This way the post function will only be executed, if the issue priority was set to **High** or **Highest**.



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.assignee}],
2 this issue needs your attention. Please provide feedback as soon as
  possible!
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

The post function will only be executed if the following condition (a logical expression) is met.

Expression

```
1 %{issue.priority} in ["High", "Highest"]
```

The expression must return true or false.

> Run as

Add comment

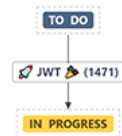
Documentation



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		
Alert the reporter		Add comment		

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