

Notify the project lead on priority changes

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Use case

To not get lost in status changes, it might be sometimes helpful to **inform the project lead only on certain priority changes**. Therefore the following rule can be used, to notify the project lead by **mentioning him in a new comment** when the **priority** changes to **"Blocker"**.



Field changed event

1

Create a **new rule** and name it appropriately.

Providing a description will help you to identify what the rule does but this step is **optional**.

2

Add a **Trigger** **Field changed event**

1

Field

Choose **Priority**

2

Changed to

Choose **Selected value**

3

Value

Choose **Blocker**



Add comment action

3

Add **Action** **Add Comment**

Comment text

4

```
Hi [~%{trigger.issue.project.lead}],  
the priority on this issue has changed to Blocker. You may want to take a look at this.  
  
Cheers!
```

"[~" is the notation for mentioning users by their username.

5

Enable the rule by clicking on the **Enable button**



Screencast

This is how the configuration above should look on your screen

Your browser does not support the HTML5 video element



Import the example

Import the **JSON** file below to get started in no time

JSON

After importing the JSON file, make sure to **check the configuration** of the rule. Non-existing configuration elements (issue types, fields, values etc.) will be highlighted.

```

{
  "name": "Notify project lead on priority change",
  "description": "",
  "creator": "admin",
  "status": false,
  "triggerData": "",
  "triggerType": "FIELD_CHANGED_EVENT",
  "configuration": {
    "refs": [
      "issue",
      "system",
      "trigger.issue",
      "trigger.parent"
    ],
    "fieldId": "00017",
    "option": "fix",
    "fix": "1"
  },
  "children": [
    {
      "sequence": 0,
      "type": "ADD_COMMENT",
      "ruleEntityType": "ACTION",
      "configuration": {
        "refs": [
          "issue",
          "project",
          "system",
          "trigger",
          "trigger.issue",
          "trigger.parent"
        ],
        "comment": "Hi [~%{trigger.issue.project.lead}],\r\nthe priority on this issue has changed to Blocker. You may want to take a look at this.\r\n\r\nCheers!\r\n",
        "commentParsingMode": "textBasic",
        "actingUser": "field_00020",
        "commentVisibility": "everybody",
        "sendMail": "true"
      },
      "children": null,
      "hasChildren": false
    }
  ],
  "hasChildren": true
}

```



Related use cases

Title	Automated action	JWT feature	Label
Copy the parent issue comments to its sub-tasks	Add comment action		
Remind users to close inactive issues	Add comment action		STAFF PICK
Add comment after seven days in the same status	Add comment action		

Re-assign issues and leave a comment	Add comment action Assign issue action		
Notify assignees when components are merged	Add comment action		
Notify the project lead on priority changes	Add comment action		
Update assignee and reporter to facilitate user deletion	Add comment action Assign issue action Update field action		STAFF PICK

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