

Remind users to close inactive issues

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Use case

As the **number of issues** grow in your Jira instance, keeping track of unresolved issues might get a bit complicated. Getting an **automated reminder** to take action on specific issues might come handy at this point.

The following rule will remind the **assignees of unresolved issues** every Monday at 01:00 AM by **mentioning them in a comment**, stating that the issue hasn't been updated for more than 30 days.



Scheduled trigger

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** **Scheduled** and choose who you want to execute this rule in **Run as***

1

Schedule

Choose **Days per Week**

2

Interval

Set to **Once per day at 1 00 am** and check **Monday**



JQL selector

3

Add **Selector** **JQL selector**

4

JQL Query

Use the following expression:

```
resolution = Unresolved and updated <= startOfDay(-30)
```



Add comment action

5

1


Next to **JQL Selector** click on **Add Action** **Add Comment**

2

Comment's text

```
Hi [~%{selector.issue.assignee}],  
  
this issue hasn't been updated for 30 days.  
Please check whether this issue is still actively being worked on.  
  
Thank you!
```

6

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



Screencast

No screencast available at the moment.



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": "Remind users to resolve inactive issues",  
  "description": "",  
  "creator": "admin",  
}
```








```

"status": false,
"triggerData": "",
"triggerType": "SCHEDULED",
"configuration": {
  "refs": [
    "issue",
    "system",
    "trigger.issue",
    "trigger.parent"
  ],
  "runAs": "admin",
  "scheduledTriggerCron.dailyWeeklyMonthly": "daysOfWeek",
  "scheduledTriggerCron.daysOfMonthOpt": "dayOfMonth",
  "scheduledTriggerCron.monthDay": "1",
  "scheduledTriggerCron.week": "1",
  "scheduledTriggerCron.day": "1",
  "scheduledTriggerCron.interval": "0",
  "scheduledTriggerCron.runOnceHours": "1",
  "scheduledTriggerCron.runOnceMins": "0",
  "scheduledTriggerCron.runOnceMeridian": "am",
  "scheduledTriggerCron.runFromHours": "1",
  "scheduledTriggerCron.runFromMeridian": "am",
  "scheduledTriggerCron.runToHours": "1",
  "scheduledTriggerCron.runToMeridian": "am",
  "scheduledTriggerCron.weekday": "2",
  "triggerType": ""
},
"children": [
  {
    "sequence": 0,
    "type": "JQL_SELECTOR",
    "ruleEntityType": "SELECTOR",
    "configuration": {
      "refs": [
        "system"
      ],
      "jql": "resolution = Unresolved and updated <= startOfDay(-30)",
      "jqlParsingMode": "jql",
      "actingUser": "field_00020"
    },
    "children": [
      {
        "sequence": 0,
        "type": "ADD_COMMENT",
        "ruleEntityType": "ACTION",
        "configuration": {
          "refs": [
            "issue",
            "issues",
            "selector.issue",
            "selector.parent",
            "system"
          ],
          "comment": "Hi [%{selector.issue.assignee}],\r\n\r\nthis issue hasn't been updated  
for 30 days.\r\nPlease check whether this issue is still actively being worked on.\r\n\r\nThank you!",
          "commentParsingMode": "textBasic",
          "actingUser": "field_00020",
          "commentVisibility": "everybody",
          "sendMail": "true"
        },
        "children": null,
        "hasChildren": false
      }
    ],
    "hasChildren": true
  }
],
"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.