# Schedule the escalation of overdue issues

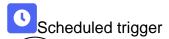


Scheduled trigger | JQL selector | Transition issue action | Screencast | Import the example | Related use cases

## Use case

It can be very helpful to add **reminders** to issues to keep them up to date.

In the following rule, **every morning at 01:00 AM**, all issues where the **due date** has been **reached** are **transitioned** to the status **ESCALATED**.



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**.

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

1

#### Schedule

Choose Days per Week

 $\left(2\right)$ 

### Interval

Set to Once per day at 1:00 am



3

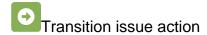
Add Selector JQL Selector



## **JQL Query**

Use the following Expression:

duedate <= now()</pre>



Next to JQL Selector click on Add Action Transition Issue

6

Mode
Choose Transition to status

2 Status
Choose Escalated

The target status has to be reachable from the current status, otherwise, the action will not be executed.

7 Enable the rule by clicking on the Enable button

# Screencast

This is how the configuration above should look on your screen

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": "Schedule the escalation of overdue issues",
    "description": "",
    "creator": "admin",
    "status": false,
    "triggerData": "",
    "triggerType": "SCHEDULED",
    "configuration": {
        "refs": [
           "issue",
            "system",
            "trigger.issue",
            "trigger.parent"
        ],
        "runAs": "admin",
        "scheduledTriggerCron.dailyWeeklyMonthly": "daily",
        "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",
        "triggerType": ""
   },
    "children": [
        {
            "sequence": 0,
            "type": "JQL_SELECTOR",
            "ruleEntityType": "SELECTOR",
            "configuration": {
                "refs": [
                    "system"
                "jql": "duedate <= startOfDay()",
                "jqlParsingMode": "jql",
                "actingUser": "field_00020"
            },
            "children": [
                {
                    "sequence": 0,
                    "type": "TRANSITION_ISSUE",
                    "ruleEntityType": "ACTION",
                    "configuration": {
                        "refs": [
                            "issue",
                            "issues",
                            "selector.issue",
                            "selector.parent",
                            "system"
                        1.
                        "option": "status",
                        "status": "10513",
                        "actingUser": "field_00020"
                    },
                    "children": null,
                    "hasChildren": false
            "hasChildren": true
    "hasChildren": true
}
```

## Related use cases

Title	Automated action	JWT feature	Label
Transition affected issues when releasing a version (manually)	Transition issue action	<b>&amp;</b>	
Close epic when stories are done	Transition issue action	<b>\$</b>	
Automatically close parent when all sub-tasks are done	Transition issue action	<b>\$</b>	STAFF PICK
Resolve issues when all options of a checklist are checked	Transition issue action	<b>%</b>	
Schedule issues for re-submission	Transition issue action	<b>\$</b>	
Schedule the escalation of overdue issues	Transition Issue	<b>&amp;</b>	
Keep the status of parents and sub-tasks in sync	Transition issue action	<b>\$</b>	STAFF PICK
Transition affected issues when releasing a version (automatically)	Transition issue action	<b>\$</b>	STAFF PICK
Transition issues when assigned to a developer	Transition issue action	<b>&amp;</b>	
Automatically close sub-tasks when parent is completed	Transition issue action	<b>\$</b>	STAFF PICK
Re-open issue when a new comment is added	Transition issue action	<b>\$</b>	
Close stories when epic is done	Transition issue action	<b>\$</b>	

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