

Schedule the escalation of overdue issues

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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.



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**



JQL selector

3

Add **Selector JQL Selector**

4

JQL Query

Use the following **Expression**:

```
duedate <= now()
```



Transition issue action

5

Next to **JQL Selector** click on **Add Action Transition Issue**

6

1

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"
            ],
            "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		
Close epic when stories are done	Transition issue action		
Automatically close parent when all sub-tasks are done	Transition issue action		STAFF PICK
Resolve issues when all options of a checklist are checked	Transition issue action		
Schedule issues for re-submission	Transition issue action		
Schedule the escalation of overdue issues	Transition Issue		
Keep the status of parents and sub-tasks in sync	Transition issue action		STAFF PICK
Transition affected issues when releasing a version (automatically)	Transition issue action		STAFF PICK
Transition issues when assigned to a developer	Transition issue action		
Automatically close sub-tasks when parent is completed	Transition issue action		STAFF PICK
Re-open issue when a new comment is added	Transition issue action		
Close stories when epic is done	Transition issue action		

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