Track issues mentioned in comments

On this page

Use case

A handy option in Jira is to use issue keys in comments to reference them whenever needed. But as the amount of comments grow, it can get hard to keep track of all mentioned issues in the comments. Therefor, the following rule checks for **issue keys** being added to **comments** and automatically **links** them to the **current issue.**

Issue Commented 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 Issue event Issue Commented**

> No further configuration needed. The automation rule is triggered every time an issue is being transitioned.

Boolean condition

3 Add a **Condition Boolean Condition**

4 **Expression**

Use the following **Parser Expression**:

```
findPattern(%{trigger.issue.lastComment},"([A-Z][A-Z0-9]+)-\\d+") !~ null
```

more info...

Boolean expressions are **logical constructions** that return `true` or `false`.

The findPattern() expression parser function extracts the issue key from the last comment.

Create issue link action

5

Next to the **Boolean Condition** click on **Add Action Create issue link**

1

Issue link type

Choose **relates to (Relates)**

2

Issue selection

Choose **Issue List Expression**

3

Use the following **Parser Expression**:

```
issueKeysToIssueList(toString(findPattern(%{trigger.issue.lastComment},"([A-Z]
[A-Z0-9]+)-\\d+")))
```

more info...

The findPattern() expression parser function extracts the issue key from the last comment.

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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.

```json
{
    "name": "Track issues mentioned in comments",
    "description": "",
    "creator": "admin",
    "status": false,
    "triggerData": "6",
    "triggerType": "ISSUE_EVENT",
    "configuration": {
        "refs": [
            "issue",
            "system",
            "trigger.issue",
            "trigger.parent"
        ],
        "triggerType": "6"
    },
    "children": [
        {
            "sequence": 0,
            "type": "BOOLEAN_CONDITION",
            "ruleEntityType": "CONDITION",
            "configuration": {
                "refs": [
                    "issue",
                    "project",
                    "system",
                    "trigger",
                    "trigger.issue",
                    "trigger.parent"
                ],
                "expression": "findPattern(%{trigger.issue.lastComment}, \"([A-Z][A-Z0-9]+)-\\\\d+\") !~
null",
                "expressionParsingMode": "logical",
                "actingUser": "field_00020"
            },
            "children": [
                {
                    "sequence": 0,
                    "type": "LINK_ISSUE",
                    "ruleEntityType": "ACTION",
                    "configuration": {
                        "refs": [
                            "issue",
                            "project",
                            "system",
                            "trigger",
                            "trigger.issue",
                            "trigger.parent"
                        ],
                        "issueLinkType": "inwards_10003",
                        "destinationIssueSelection": "issues",
                        "destinationIssueSelectionIssues": "issueKeysToIssueList(toString(findPattern(%
{trigger.issue.lastComment}, \"([A-Z][A-Z0-9]+)-\\\\d+\")))",
                        "destinationIssueSelectionIssueKeyParsingMode": "textBasic",
                        "actingUser": "field_00020"
                    },
                    "children": null,
                    "hasChildren": false
                }
            ],
            "hasChildren": true
        }
    ],
    "hasChildren": true
}
```

📂 Related use cases

Title	Automated action	JWT feature	Label
Add links to the issues in a ScriptRunner Issue Picker field	Create issue link action Delete issue link action	⚡	
Create issue link when issue is created	Create issue link action	⚡	
Track issues mentioned in comments	Create issue link action	⚡	

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