Schedule the escalation of overdue issues

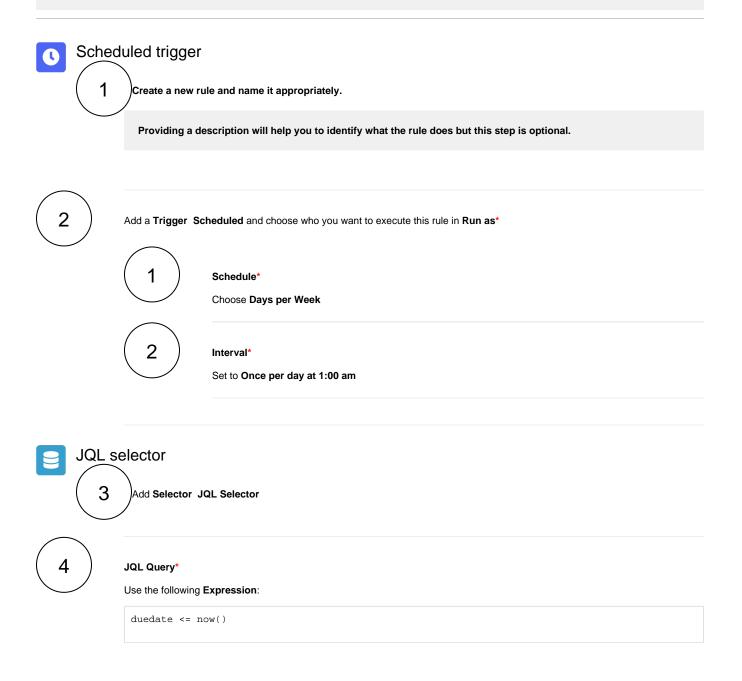
On this page

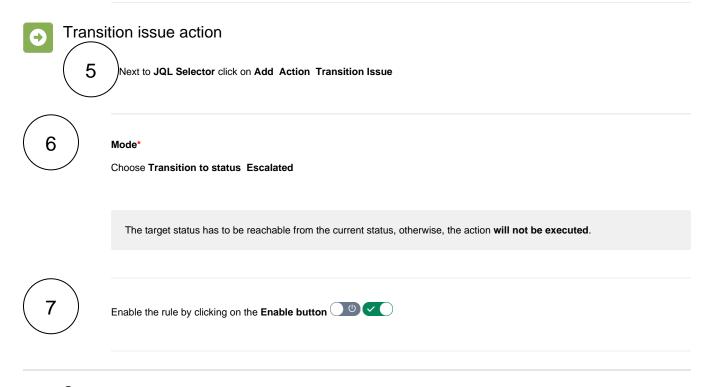
Scheduled trigger | JQL selector | Transition issue action | Screencast | Related use cases

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**.





Screencast

This is how the configuration above should look on your screen

No screencast available at the moment.

Related use cases

Title	Automated action	Use case description	Complexity
Bulk edit the issue resolution	Transition issue	Set a specific resolution on all completed issues that miss a resolution value.	BEGINNER
Transition issues when assigned to a developer	Transition issue	When the assignee is changed to a user in the "Developers" project role, the issue is transitioned to IN DEVELOPMENT .	BEGINNER
Transition affected issues when releasing a version (manually)	Transition issue	Manually transition all issues related to a specific version to	BEGINNER
Transition affected issues when releasing a version (automatically)	Transition issue	Automatically transition all unresolved issues with a Fix Version that is being transitioned to DONE .	BEGINNER
Schedule the escalation of overdue issues	Transition Issue	Periodically escalate all issues where the due date has been reached.	BEGINNER
Schedule issues for re-submission	Transition Issue	Periodically transition all issues to OPEN when the re-submission date reminder has been reached.	BEGINNER
Resolve issues when all options of a checklist are checked	Transition issue	When all options of a custom checkbox field are ticked, the issue is resolved and transitioned to DONE	INTERMEDIATE

Keep the status of parents and sub-	Transition	When an issue is being rejected , all sub-tasks will be			BEGINNER
tasks in sync	issue	transitioned to the	REJECTED	status as well -	
		automatically.			

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