

# 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

**Mode\***

Choose **Transition to status** **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.



## Related use cases

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

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Keep the status of parents and sub-tasks in sync

**Transition issue**

When an issue is being **rejected**, all **sub-tasks** will be transitioned to the **REJECTED** status as well - automatically.

BEGINNER

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