

Re-assign issues and leave a comment

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Use case

Jira's **assignee field** is great for keeping track of which person is working on which issues. But at some point employees might also **go on vacation** and their issues are not being worked on.

To remedy this situation, simply **reassign** all those issues and **add a short comment** informing all involved parties about this change - **with a single click**.



Manual 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 Manual**

No further configuration needed. The rule will only be executed if a user hits the Execute button .



JQL Selector

3

Add **Selector JQL Selector**

4

JQL Query*

Use the following **Expression**:

```
assignee = nnnnn
# Replace nnnnn with the actual user name that is on vacation
```

The scope can be further narrowed down by updating the JQL query (e.g. to limit the returned issues to a single project or component)



Add comment action

5

Next to the **JQL Selector** click on **Add Action Add comment**

6

Comment text*

Enter the following comment:

```
Hi everyone, dear wathcers,  
  
since [~{%selector.issue.assignee}] is on vacation, this issue has been re-assigned. Please  
feel free to contact the new assignee if you have any questions related to this issue.  
  
Keep up the good work!  
  
Cheers!  
Your automation rule
```



Assign issue

7

Underneath the **Add comment** action click on **Add Action Assign issue**

1

Assignee*

Choose **Selected User**

2

User*

Select the user that should **substitute** the user who is on vacation.



Screencast

This is how the configuration above should look on your screen

Your browser does not support the HTML5 video element



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 DONE .	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-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

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