

Add comment action

Add a new **comment** to a single issue or multiple issues.

When entering the comment's text, **basic** and **advanced** [parsing modes](#) are available.

Visibility restrictions can be set for regular issue comments as well as for Jira Service Desk comments.



Add comment configuration

Below you will find a detailed description of each parameter needed to configure the action.

Comment text*

Enter a plain text comment in **Basic** mode or use expressions parser functions in **Advanced** parsing mode.

Comment author*

Select the author for the comment. The user in the selected field will be the comment author. It is also possible to select a dedicated user.

Comment visibility

Set the visibility of the comment.

List of available options for comment visibility

- **Everybody**
- **Restricted to Project Role**
- **Restricted to Group**
- **Jira Service Desk** - Public comment
- **Jira Service Desk** - Internal comment

Additional options

Enable email notifications

Choose whether an email notification should be sent according to the applicable notification scheme or not.

Ignore Add Comments permission

When selected the **Add Comments** project permission will be ignored.



Use cases

Use case

Automated
action

Use case description

Complexity

| | | | |
|---|---|---|----------|
| Notify assignees when components are merged | Add comment | Add a comment to an issue as soon as one of the selected component has been merged . | BEGINNER |
| Remind users to close inactive issues | Add comment | Periodically add a comment mentioning the assignee to all unresolved issue that haven't been updated for more than 30 days. | BEGINNER |
| Notify the project lead on priority changes | Add comment | When the priority is changed to " Blocker ", a comment will be added with a user mention alerting the project lead. | BEGINNER |
| Re-assign issues and leave a comment | Add comment Assign issue | Assign all issues from a user on vacation to another user and add a comment to inform the team. | BEGINNER |

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