

Remind users to close inactive issues

On this page

[Scheduled trigger](#) | [JQL selector](#) | [Add comment action](#) | [Screencast](#) | [Related use cases](#)

Use case

As the **number of issues** grow in your Jira instance, keeping track of unresolved issues might get a bit complicated. Getting an **automated reminder** to take action on specific issues might come handy at this point.

The following rule will remind the **assignees of unresolved issues** every Monday at 01:00 AM by **mentioning them in a comment**, stating that the issue hasn't been updated for more than 30 days.



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** and check **Monday**



JQL selector

3

Add **Selector JQL selector**

4

JQL Query*

Use the following expression:

```
resolution = Unresolved and updated <= startOfDay(-30)
```



Add comment action

5

1

Next to **JQL Selector** click on **Add Action** **Add Comment**

2

Comment's text*

```
Hi [~%{selector.issue.assignee}],  
  
this issue hasn't been updated for 30 days.  
Please check whether this issue is still actively being worked on.  
  
Thank you!
```

6

Enable the rule by clicking on the **Enable button** ☐ ☒



Screencast

No screencast available at the moment.



Related use cases

Title	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.