Remind users to close inactive issues

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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 **me ntioning them in a comment**, stating that the issue hasn't been updated for more than 30 days.



Scheduled trigger

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.



Add a Trigger Scheduled and choose who you want to execute this rule in Run as*

1

Schedule*

Choose Days per Week

 $\left(\begin{array}{c}2\end{array}\right)$

Interval*

Set to Once per day at 1 00 am and check Monday



JQL selector

Add Selector JQL selector



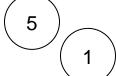
JQL Query*

Use the following expression:

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



Add comment action



Next to JQL Selector click on Add Action Add Comment



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!



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 nactive issues	Add comment	Periodically add a comment mentioning the assignee to all unresolved i ssue 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 all issues from a user on vacation to another user and add a comment to inform the team.	BEGINNER
	Assign issue		