Elapsed time between creation and resolution

Use case

This calculated field returns the **elapsed time** between the **creation** of an issue and the time it was **resolved**.

⚙ Configuration

1 Create a new **Calculated Number Field (by JWT)** custom field and name it properly.

> Providing a description will help you to identify what the custom field does but this step is **optional**

2 **Parser expression**

Add the following parser expression:

Math expression for Calculated number field:
`{issue.resolutionDate} != null ? {issue.resolutionDate} - {issue.created} : null`

more info...

> To achieve this, the following functions are used:
>
> - Conditional operator

3 **Display format**

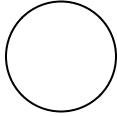**1** **Content type**

Choose **Duration**

2 **Duration display format**

Choose **Long**

more info...

For this use case the format **duration** was chosen since the numeric value is being calculated, a number of milliseconds represents a time duration.

This way the value is represented like `2d 9h 43m` instead of a single number.

Check the parameter **Use time tracking settings**

more info...

By checking this parameter, the duration will be based the number of **working hours** per day, and the number of **working days** per week as configured in time tracking, instead of 24 hours per day and 7 days per week.

4

Add the field to the relevant view **screens.**

Remember: All calculated fields are **read-only** and cannot be manually updated on a create or edit screen.

5

Check the results

Once configured and added to an issue screen, the result will look like this:

Default Configuration Scheme for JWT calculated field

Default configuration scheme generated by Jira

Applicable contexts for scheme: Edit Configuration

Issue type(s):
Global (all issues)

Expression:

```
{issue.resolutionDate} != null ? {issue.resolutionDate}
{issue.created} : null
```

Edit expression

Display format: **Duration** with **long** format.

Time tracking settings will be used:

- Work day: **8** hours
- Work week: **5** days

Edit display format

Related use cases

Title	Field type	JWT feature	Label
Difference between the current date and the earliest due date	Number		
Elapsed time between creation and resolution	Number		STAFF PICK
Highest value out of several fields	Text		
Months elapsed	Number		
Number of days an issue was in the Open status against a JWT calendar	Number		
Number of hours in the current priority	Number		
Number of issues in the same version	Number		
Number of open subtasks	Number		
Number of times a custom field has been changed	Number		
Number of times a resolved issue has been rejected	Number		

Number of unresolved blocking issues	Number		**STAFF PICK**
Operate with field values from sub-tasks	Number		
Sum of field value from issues in JQL query	Number		
Sum of Tempo billable hours	Number		
Time left before the issue is due	Number		
Total of all story points in an epic	Number		**STAFF PICK**
Total remaining estimate in an epic (all linked issues)	Number		
Total remaining estimate in an epic (no sub-tasks)	Number		
Total time logged on an epic	Number		

If you still have questions, feel free to refer to our support team.