

## Keep track of important status updates

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## Use case

Status updates are key to successfully managing projects. Usually you need to capture additional information which often gets lost in the comment history.

This use case combines **multiple custom text fields** and populates the automatically using **post functions**.

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Marketing Creatives / MAC-5

## Website - Product Page Graphics

Edit
Comment
Assign
More ▾
Status Update
Ready For Review
Stop Progress
Admin ▾

Details

|           |                                          |             |                                    |
|-----------|------------------------------------------|-------------|------------------------------------|
| Type:     | <input checked="" type="checkbox"/> Task | Status:     | <span>DRAFT</span> (View Workflow) |
| Priority: | <span>Critical</span>                    | Resolution: | Unresolved                         |
| Labels:   | None                                     |             |                                    |

General

Status History

💡 Current status:

▾ **2020-07-28 - Alana Grant**  
Graphics added to website by Ryan

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Marketing Creatives / MAC-5

Website - Product Page Graphics

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Details

Type: Task
Priority: Critical
Labels: None

Status: DRAFT (View Workflow)
Resolution: Unresolved

General
Status History

Status History:

2020-07-28 - Alana Grant  
Graphics added to website by Ryan
2020-06-01 - Alana Grant  
Grahpics approved by Cassie
2020-05-20 - Admin Istrator  
Graphics currently in review

## Prerequisites

### Create three custom fields

- 1

Create a custom field of type: **Text Field (multi-line)**  
Name: **Status Update**
- 2

Create a second custom field of type: **Text Field (multi-line)**  
Name: **Current status**
- 3

Create a third custom field of type: **Text Field (multi-line)**  
Name: **Status History**
- 4

Navigate to the **Field configuration** and set the renderer of the 3 custom fields to "**Wiki Style Renderer**".

### Create a transition screen

- 1

Create a new **screen**  
Name: **Status Update Screen**

2

Add the field **Status Update** to the newly created screen.

## Set up a workflow transition

1

Create a new transition with the following parameters:

From Status: **Any**

To Status: **Itself**

Name: **Status update**

Screen: **Status Update Screen**

2

Add a [Fields required or changed validator](#) to the newly created transition.

3

**Field**

Status Update

4

**Condition**

Is required

5

**Message to show when validation fails**

Please enter a status update!

6

Once set up, the validator should look something like this:

Update parameters of the 'Fields required or changed' Validator for this transition.

Update parameters of the 'Fields required or changed' Validator for this transition.

#### Fields \*

Define the fields to be validated.

| Field                                                     | Validation  |                                                           |                                                                                                                                                                         |
|-----------------------------------------------------------|-------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Status Update (12903) | is required | <input checked="" type="checkbox"/> STATUS UPDATE (12903) |   |
| <div>Add field</div>                                      |             |                                                           |                                                                                                                                                                         |

#### > Validation options

##### Error message

Add an **optional** error message to show when a validation fails.

Location

Show on top

Define where the error message should be displayed.

Message

  Please enter a status update!

Enter plain text and optionally use **field codes**, e.g. `%issue.summary`, to insert field values.

Add translation

Add **optional** error message translations. Translations will be displayed based on the user's language setting.

#### Fields required or changed

Documentation 

Check if fields are set/empty or have changed on the transition screen.

#### Workflow

JWT 3.0.0 Use cases



#### Examples

Pick one of the following example and get started in no time. More provided upon your selection.

- Make fix version required
- Enforce a re-assignment



## Configuration

1

Add an **Update or copy field values** post function to the **workflow transition** created in the **prerequisites** section.

2

### Target issue

Choose **Current issue**

3

Configure the field: **Current Status**

1

#### Field

Choose **Current Status**

2

#### Expression

Set the parsing mode to **Advanced text** and use the following expression

```
"*" + dateTimeToString({system.currentDateTime}, "yyyy-MM-dd", USER_LANG) + "*" + "\n" + %issue.cfnnnnn
```

**%issue.cfnnnnn** is the field code for the field **Status Update**

4

Configure the field: **Status History**

1

**Field**

Choose **Status History**

2

**Expression**

Set the parsing mode to **Advanced text** and use the following expression

```
{issue.cfaaaaa} + "\n\n" + {issue.cfbbbbbb}
```

**{issue.cfaaaaa}** is the field code for the field **Current Status**

**{issue.cfbbbbbb}** is the field code for the field **Status History**

5

Configure the field: **Status Update**

1

**Field**

Choose **Status Update**

2

**Value**

Choose **Clear field value**

The field value **must be cleared**, so users will be presented with an empty text field the next time they leave a status update.

6

**User**

Choose **Current user**



Screenshots

Update parameters of the Update or copy field values Function for this transition.

Update parameters of the Update or copy field values Function for this transition.

Basic configuration \*

Define the required parameters needed to execute this post function.

Target issue \*

Current issue

Select the issues to be updated.

Fields \*

Define the fields to be updated.

| Field                 | Value                                           | Write protection |
|-----------------------|-------------------------------------------------|------------------|
| Current status        | Parser expression<br>"" + dateTimeToString ...  |                  |
| Status History        | Parser expression<br>%{issue.cf12903} + "\n ... |                  |
| Status Update (12903) | Clear field value                               |                  |

Add field

- Additional options
- Conditional execution
- Run as

Update or copy field values



Documentation

Update one or multiple issue fields or copy field values across the same issue or related issues (parent / child, Epic / Story, linked issues and many more).

Workflow

JWT 3.0.0 Use cases



Examples

Pick one of the following example configurations and get started in no time. More details will be provided upon your selection.

- Assign issue to current user
- Keep parent's priority in sync
- Assign important issues to the project lead

Related use cases

| Use case                                                       | JWT feature | Workflow function           | Parser functions                                         | Label |
|----------------------------------------------------------------|-------------|-----------------------------|----------------------------------------------------------|-------|
| Add days skipping weekends and holidays to a Date Picker field |             | Update or copy field values | addTime()                                                |       |
| Add or remove request participants                             |             | Update or copy field values |                                                          |       |
| Add watchers ignoring inactive users                           |             | Update or copy field values | usersInGroup() isActive() toString() filterByPredicate() |       |
| Assign important issues to the project lead                    |             | Update or copy field values |                                                          |       |
| Assign issue to current user                                   |             | Update or copy field values |                                                          |       |
| Automatically fill an insight custom field after a transition  |             | Update or copy field values |                                                          |       |
| Change the assignee to the next evaluator                      |             | Update or copy field values | first() toStringList()                                   |       |

|                                                                |                                                                                     |                                                           |                                                                                        |
|----------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------------------|
| Create an internal Service Management comment on linked issues |    | Update or copy field values                               |                                                                                        |
| Keep parent issue's priority in sync                           |    | Update or copy field values                               |                                                                                        |
| Keep track of important status updates                         |    | Update or copy field values<br>Fields required or changed | dateTimeToString()                                                                     |
| Match several values of a list                                 |    | Update or copy field values                               | toString() distinct() filterByPredicate()                                              |
| Prioritize the issues globally                                 |    | Update or copy field values                               | indexOf() previousValue() issuesFromJQL()                                              |
| Set a date on the same week day on alternate weeks             |    | Update or copy field values                               | addDays() nextDayOfTheWeek() modulus() weekOfTheYear() datePart()                      |
| Set a Date Picker field to the nth day of the month            |    | Update or copy field values                               | dayOfTheMonth() lastDayOfTheMonth() addDays()                                          |
| Set assignee based on a former assignee                        |    | Update or copy field values                               | previousValue()                                                                        |
| Set Due Date with latest value among sub-tasks                 |  | Update or copy field values                               | fieldValue()<br>max()<br>siblingSubtasks()                                             |
| Set fix version based on its start and release date            |  | Update or copy field values                               | toString() textOnStringList() unreleasedVersions() startDates() releaseDates() first() |
| Set the next fix version                                       |  | Update or copy field values                               | floor() toNumber() substring() length()                                                |
| Shorten the summary to a maximum number of characters          |  | Update or copy field values                               | substring() length()                                                                   |

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