Notify for high priority issue

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Use case

Never miss a thing from a high priority issue by receiving email notifications to remind you of your high priority issues that might have slipped out of your mind.

The email will be sent once a week for all high priority issues that aren't resolved yet.

Scheduled event

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**

1

Schedule

Choose **Days per Week**

2

Interval

Choose **once per day at 1:00 am** and check **Monday**

JQL selector

3

Add the following expression:

```
priority = High and resolution is empty
```

Send email action

4

Next to the **JQL selector** click on **Add** **Action** **Send email**

1

From

Select the user that the email will be sent from.

2

To

Select the recipients.

3

Message

First, enter a subject for your email

Subject

```
%{trigger.issue.key} = "is of high priority"
```

Then a body

Body

```
Please take care of this issue first.
Cheers,
Admin
```

5

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

Screencast

No screencast available at the moment.

Import the example

Import the **JSON** file below to get started in no time.

JSON

After importing the JSON file, make sure to **check** the **configuration** of the rule. Non-existing configuration elements (issue types, fields, values etc.) will be highlighted.


```
{
    "name": "Notify for high priority issues",
    "description": "",
    "creator": "admin",
```

```
"status": false,
"triggerData": "",
"triggerType": "SCHEDULED",
"configuration": {
    "refs": [
        "issue",
        "system",
        "trigger.issue",
        "trigger.parent"
    ],
    "runAs": "admin",
    "scheduledTriggerCron.dailyWeeklyMonthly": "daysOfWeek",
    "scheduledTriggerCron.daysOfMonthOpt": "dayOfMonth",
    "scheduledTriggerCron.monthDay": "1",
    "scheduledTriggerCron.week": "1",
    "scheduledTriggerCron.day": "1",
    "scheduledTriggerCron.interval": "0",
    "scheduledTriggerCron.runOnceHours": "1",
    "scheduledTriggerCron.runOnceMins": "0",
    "scheduledTriggerCron.runOnceMeridian": "am",
    "scheduledTriggerCron.runFromHours": "1",
    "scheduledTriggerCron.runFromMeridian": "am",
    "scheduledTriggerCron.runToHours": "1",
    "scheduledTriggerCron.runToMeridian": "am",
    "scheduledTriggerCron.weekday": "2",
    "triggerType": ""
},
"children": [
    {
        "sequence": 0,
        "type": "JQL_SELECTOR",
        "ruleEntityType": "SELECTOR",
        "configuration": {
            "refs": [
                "system"
            ],
            "jql": "priority = High and resolution is empty",
            "jqlParsingMode": "jql",
            "actingUser": "field_00020"
        },
        "children": [
            {
                "sequence": 0,
                "type": "SEND_MAIL",
                "ruleEntityType": "ACTION",
                "configuration": {
                    "refs": [
                        "issue",
                        "project",
                        "system",
                        "trigger",
                        "trigger.issue",
                        "trigger.parent"
                    ],
                    "fromOption": "fromUser",
                    "fromUser": "admin",
                    "toUsersInField": [
                        "00003"
                    ],
                    "toUser": [
                        "admin"
                    ],
                    "subject": "%{trigger.issue.key} = \"is of high priority\"",
                    "subjectParsingMode": "textBasic",
                    "contentType": "text/html",
                    "mailPriority": "3",
                    "sendingMode": "common",
                    "body": "Please take care of this issue first. \r\nCheers, \r\nAdmin",
                    "bodyParsingMode": "textBasic"
                },
                "children": null,
```

```
                    "hasChildren": false
                }
            ],
            "hasChildren": true
        }
    ],
    "hasChildren": true
}
```

Related use cases

Title	Automated action	JWT feature	Label
Notify for high priority issue	Send email action		
Notify about date of last comment for high priority issues	Send email action		
Send email when a field is updated	Send email action		
Notify the assignee one week before the due date	Send email action		

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