

# Re-open issue when a new comment is added

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## Use case

When an issue has been **done** and a new **comment** is **added** to it, you can add this rule to automatically **re-open** this issue.



### Issue 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** **Issue event**



### Boolean condition

3

Add the following expression:

```
%{trigger.issue.status} = "Done"
```



### User condition

4

Under to the **Boolean condition** click on **Add Condition User condition**

1

Set the **user to evaluate** to **User in field** and choose **Last commenter**.

2

Set the **user(s)**, **user is in group(s)**, or **user is in project role(s)** to **check against**.

This step is **optional**. Selecting specific users, groups or roles will make sure that this rule is only executed if the comment was added by the selected users.



## Transition issue

5

Finally, under the **user condition** click on **Add Action Transition issue**

1

### Mode


Choose **Transition to status**

2

### Status

Choose **Reopened**

6

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": "Re-open issue when a new comment is added",
  "description": "",
  "creator": "admin",
  "status": false,
  "triggerData": "6",
  "triggerType": "ISSUE_EVENT",
  "configuration": {
    "refs": [
      "issue",
      "system",
      "trigger.issue",
      "trigger.parent"
    ],
    "triggerType": "6"
  },
}
```

```
"children": [
{
  "sequence": 0,
  "type": "BOOLEAN_CONDITION",
  "ruleEntityType": "CONDITION",
  "configuration": {
    "refs": [
      "issue",
      "project",
      "system",
      "trigger",
      "trigger.issue",
      "trigger.parent"
    ],
    "expression": "%{trigger.issue.status} = \"Done\"",
    "expressionParsingMode": "logical",
    "actingUser": "field_00020"
  },
  "children": null,
  "hasChildren": false
},
{
  "sequence": 1,
  "type": "USER_CONDITION",
  "ruleEntityType": "CONDITION",
  "configuration": {
    "refs": [
      "issue",
      "project",
      "system",
      "trigger",
      "trigger.issue",
      "trigger.parent"
    ],
    "userOption": "currentUser",
    "checkOption": "group",
    "group": [
      "jira-administrators",
      "jira-servicedesk-users",
      "jira-software-users"
    ]
  },
  "children": null,
  "hasChildren": false
},
{
  "sequence": 2,
  "type": "TRANSITION_ISSUE",
  "ruleEntityType": "ACTION",
  "configuration": {
    "refs": [
      "issue",
      "project",
      "system",
      "trigger",
      "trigger.issue",
      "trigger.parent"
    ],
    "option": "status",
    "status": "10000",
    "actingUser": "field_00020"
  },
  "children": null,
  "hasChildren": false
}
],
"hasChildren": true
}
```



## Related examples

Title	Automated action	JWT feature	Label
Copy the parent issue comments to its sub-tasks	Add comment action		
Remind users to close inactive issues	Add comment action		STAFF PICK
Add comment after seven days in the same status	Add comment action		
Re-assign issues and leave a comment	Add comment action Assign issue action		
Notify assignees when components are merged	Add comment action		
Notify the project lead on priority changes	Add comment action		
Update assignee and reporter to facilitate user deletion	Add comment action Assign issue action Update field action		STAFF PICK

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