

Automatically assign issues to your team

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Use case

When an issue is not assigned, then **auto-assign** the issue to a random user in a specific project role to ensure the consistency and productivity of your team.



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** **Issue created**



Boolean condition

3

Next to the **Issue event** click on **Add Condition Boolean condition**

1

Add the following expression:

```
%{trigger.issue.assignee} = null
```



Assign issue

4

Next to the **boolean condition** click on **Add Action Assign issue**

1

Assignee

Choose **User in project role**

2

Project role


Choose the specific project role you want to use.

3

User selection mode

Choose **Random user in selected project role**

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






```

{
  "name": "Auto assign issues to your team",
  "description": "",
  "creator": "admin",
  "status": false,
  "triggerData": "1",
  "triggerType": "ISSUE_EVENT",
  "configuration": {
    "refs": [
      "issue",
      "system",
      "trigger.issue",
      "trigger.parent"
    ],
    "triggerType": "1"
  },
  "children": [
    {
      "sequence": 0,
      "type": "BOOLEAN_CONDITION",
      "ruleEntityType": "CONDITION",
      "configuration": {
        "refs": [
          "issue",
          "project",
          "system",
          "trigger",
          "trigger.issue",
          "trigger.parent"
        ],
        "expression": "%{trigger.issue.assignee} = null",
        "expressionParsingMode": "logical",
        "actingUser": "field_00020"
      },
      "children": [
        {
          "sequence": 0,
          "type": "ASSIGN_ISSUE",
          "ruleEntityType": "ACTION",
          "configuration": {
            "refs": [
              "issue",
              "project",
              "system",
              "trigger",
              "trigger.issue",
              "trigger.parent"
            ],
            "assignMode": "projectRole",
            "projectRole": "10001",
            "mode": "projectRoleRandom",
            "sendMail": "true",
            "actingUser": "field_00020"
          },
          "children": null,
          "hasChildren": false
        }
      ],
      "hasChildren": true
    }
  ],
  "hasChildren": true
}

```



Related examples

| Title | Automated action | JWT feature | Label |
|--|--|---|------------|
| Assign an issue to the last assignee on a transition | Assign issue action |  | |
| Assign issues to your team during a transition | Assign issue action |  | |
| Automatically assign issues to your team | Assign issue action |  | |
| Re-assign issues and leave a comment | Add comment action Assign issue 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.