# **Add internal Jira Service Management comment**

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### Use case

A good way to **communicate with customers are Service Management projects**. Both you and the customer can keep track of the latest changes.

But not all information should always be shared with the customer. At this point you can easily use the **Add comment** post function to automatically create **internal comments** that are not visible for the customer.



# Configuration

Add the Add comment post function to the workflow transition you want to place it in.

2 ) Comment text

Choose Add comment manually

3 Expression

Enter your custom comment, like:

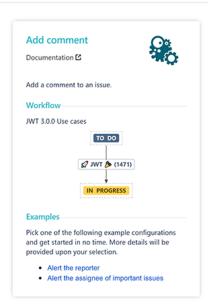
Issue has been scheduled for development.

4 ) Comment visibility

Choose Internal comment for Jira Service Management projects

Screenshots

# Update parameters of the Add comment Function for this transition. Update parameters of the Add comment Function for this transition. Basic configuration\* Define the required parameters needed to execute this post function. Comment text\* Add comment manually (parser expression) Define the content of the comment. Expression\* 1 Issue has been scheduled for development. Enter plain text and optionally use field codes, e.g. %(issue.summary), to insert field values. Comment visibility Internal comment for Jira Service Management projects Additional options Conditional execution





> Run as

### Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Add comment with the request participants' display name	(ģ)	Add comment	toString() textOnStringList() toStringList() userDis playName()	
Add internal Jira Service Management comment	(ģ)	Add comment		
Alert the assignee of important issues	<b>(</b>	Add comment		
Alert the reporter	<b>(b)</b>	Add comment		

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