

# 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

1

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 \*

Ab

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

Add comment

Documentation

Add a comment to an issue.

Workflow

JWT 3.0.0 Use cases

TO DO

JWT (1471)

IN PROGRESS

Examples

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

Alert the reporter

Alert the assignee of important issues



Related use cases

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

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