

# Create an internal Service Management comment on linked issues

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## Use case

One post function within JWT you can use to create comments is the **Add comment** post function. This can be used when **adding comments to the current issue**.

However, when you want to add comments to e.g. **linked issues**, you can use the **Update or copy field values** and use our **virtual fields** to do so!

In this use case we are going to add **internal Jira Service Management comments** to **linked issues**.



## Configuration

1

Add the **Update or copy field values** post function to the desired workflow transition.

2

### Target issue

Choose **Linked issues**

3

### Fields

1

#### Field

Choose **New comment**

2

#### Value

Choose **Set field value manually**

3

#### Expression

Set it to **Basic text** and use the following expression

```
Issue ${issue.key} has changed.:{visibility=jsd_internal}
```

The

```
:{visibility=jsd_internal}
```

won't be added to the comment itself. It only sets the comment visibility.



## Screenshots

[Update parameters of the Update or copy field values Function for this transition.](#)

Update parameters of the Update or copy field values Function for this transition.

### Basic configuration \*

Define the required parameters needed to execute this post function.

Target issue \*

Linked issues

Select the issues to be updated.

Filter by link type

Select link types

Only issues matching the selected link types will be processed. Leave blank to skip this filter.

Filter by issue type

Select issue types

Only issues matching the selected issue types will be processed. Leave blank to skip this filter.

Filter by status

Select statuses

Only issues matching the selected statuses will be processed. Leave blank to skip this filter.

Filter by resolution

Select resolutions

Only issues matching the defined resolutions will be processed. Leave blank to skip this filter.

### Fields \*

Define the fields to be updated.

Field	Value	Write protection
New comment	Parser expression	Issue <code>{{issue.key}}</code> has ...
Add field		

> [Additional options](#)

> [Conditional execution](#)

> [Run as](#)

### Update or copy field values

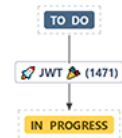


[Documentation](#)

Update one or multiple issue fields or copy field values across the same issue or related issues (parent / child, Epic / Story, linked issues and more).

### Workflow

JWT 3.0.0 Use cases



### Examples

















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

- Assign issue to current user
- Keep parent's priority in sync
- Assign important issues to the project lead



## Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Add days skipping weekends and holidays to a Date Picker field		Update or copy field values	addTime()	
Add or remove request participants		Update or copy field values		

Add watchers ignoring inactive users		Update or copy field values	usersInGroup() isActive() toString() filterByPredicate()
Assign important issues to the project lead		Update or copy field values	
Assign issue to current user		Update or copy field values	
Automatically fill an insight custom field after a transition		Update or copy field values	
Change the assignee to the next evaluator		Update or copy field values	first() toStringList()
Create an internal Service Management comment on linked issues		Update or copy field values	
Keep parent issue's priority in sync		Update or copy field values	
Keep track of important status updates		Update or copy field values  Fields required or changed	dateTimeToString()
Match several values of a list		Update or copy field values	toString() distinct() filterByPredicate()
Prioritize the issues globally		Update or copy field values	indexOf() previousValue() issuesFromJQL()
Set a date on the same week day on alternate weeks		Update or copy field values	addDays() nextDayOfTheWeek() modulus() weekOfTheYear() datePart()
Set a Date Picker field to the nth day of the month		Update or copy field values	dayOfMonth() lastDayOfMonth() addDays()
Set assignee based on a former assignee		Update or copy field values	previousValue()
Set Due Date with latest value among sub-tasks		Update or copy field values	fieldValue()  max()  siblingSubtasks()
Set fix version based on its start and release date		Update or copy field values	toString() textOnStringList() unreleasedVersions() startDates() releaseDates() first()
Set the next fix version		Update or copy field values	floor() toNumber() substring() length()

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Shorten the summary to a maximum  
number of characters



Update or copy  
field values

`substring()` `length()`

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