Send email

This post function allows you to easily send an email with custom subject and body, setting recipients by means for **fields**, **custom fields**, **groups**, **project roles**, or simply **fixed email addresses**.

You can optionally choose to include all or some of the issue **attachments**.

You could use this post function to easily email a customized issue report to the assignee, reporter, service project customer, or any user you can think of.

Configuration

From

Select the email address the email will be sent **from**. The following options are available:

Option	Description
Based on the outgoing mail configuration	The default user specified in you outgoing mail server configuration will be used.
Based on the project configuration	The user specified in your project notifications.
Selected user	Select a specific Jira user.
User in field	Select the field containing the user. Text fields must return a **user name**.
Email address in field	Select the field containing the email address.
Set email manually	Enter a valid email address.

Sending mode

Select how the email will be sent. The following two options are available:

Option	Description
Default	Choose this option if all recipient should receive the same content.
Personalized	When selected, a dedicated email will be sent out to each recipient. The list of all recipients will be **undisclosed**.

Priority

Select the priority of the outgoing email. The available options are **High**, **Default**, or **Low**.

TO

Define and configure the recipients of the email. The following options are available:

Option	Description
Add field containing users	Select one or multiple fields containing users or groups. Text fields or Temporary text fields must return a user name or a comma separated list of user names.
Add field containing email addresses	Select one or multiple fields containing a single email address or a comma separated list of email addresses.
Add project roles	Select one or multiple project roles. The email will be sent out to all members that have access to the issue.
Add groups	Select one or multiple groups. The email will be sent out to all members that have access to the issue.
Set recipients manually	Enter one or multiple email addresses as a comma separated list.

CC

Select additional **CC** recipients.

The options you can choose from are identical to the options provided above.

BCC

Select additional **BCC** recipients.

The options you can choose from are identical to the options provided above.

Email content

Subject

Enter plain text and optionally use field codes to insert field values.

The expression has to be written in Mixed mode which supports the usage of parser functions between three curly braces, e.g. `{{{subtasks()}}}`

Email format

Select the format of the email. The available options are **Text** or **HTML**.

If you select HTML, an **HTML preview** of the email body will be displayed automatically.

Body

Enter plain text and optionally use field codes to insert field values.

The expression has to be written in Mixed mode which supports the usage of parser functions between three curly braces, e.g. `{{{subtasks()}}}`

Attachments

Select the files to attach to the email. The following options are available:

Option	Description
None	Attachments will **not** be added to the outgoing email.

All issue attachments	When selected, **all files** attached to the issue will be included in the outgoing email
All transition attachments	Select this option if you **only** want to include the files attached to the issue **during** the current transition.

If one of the last two options is selected, you can additionally filter the files by **size**, **type**, and **name**.

Files that do not match the filters will be skipped.

Additional options

The following additional options are available:

Option	Description
Add TO recipients as watchers	Choose this option if you want to add the recipients specified in the **TO** parameter as watchers of the current issue, if they are valid Jira users.
Add CC recipients as watchers	Choose this option if you want to add the recipients specified in the **CC** parameter as watchers of the current issue, if they are valid Jira users.
Temporarily store email information	Choose this option if you want to temporarily (for the duration of the transition) store the specified parameters in the Te mporary text fields (1-5). The information will be stored as follows: • Temporary text field **1: From** • Temporary text field **2: TO** • Temporary text field **3: CC** • Temporary text field **4: Email subject** • Temporary text field **5: Email body** (text format)
Exclude default prefix from email's subject	Choose this option to remove the email **prefix** that has been set in the **Outgoing mail** configuration (e.g. JIRA).

Conditional execution

You can **optionally** specify a logical expression to define the circumstances (or conditions) under which the post function should be executed.

The result of the logical expression must return a boolean value of either:

- **true** the post function will be executed
- **false** the post function will **not** be executed

Using the **conditional operator,** even complex or multi-layered conditions can be constructed.

Make sure to learn more about defining logical expressions and browse through the various **examples** here: Logical mode

This post function needs to be executed **before** firing an event of a transition

Use cases and examples

Use case	JWT feature	Workflow function	Parser functions	Label

Add a hyperlink to an issue in an email	⚙	Send email	
Obtain a value from an Elements Connect custom field	⚙	Send email	findPattern() toString()
Send email with the URL of the attachments included in the description	⚙	Send email	replaceAll() toString() attachmentUrls() findPattern()
Copy formatted description of issue into email	⚙	Send email	wikiToHTML()
Inline images in a generated email	⚙	Send email	replaceAll()
Add a table with the elements of a text to an email	⚙	Send email	toString() textOnStringList() toStringList()
Send email after transitioning to specific status	⚙	Send email	

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