JWT user properties

JWT **user properties** are **key-value** pairs added as regular **user properties.**

The main goal of the properties is to provide **user metadata**, which can be referenced and used in multiple JWT features.

Format of user properties

User properties consist of a **key** and a **value.**



The **key** can only contain alphanumeric characters.

The screenshot shows an example with 3 JWT user properties:

Property key	Property value	Potential use case
payrollCluster	IT	Could be used to indicate that the user is on the IT payroll cluster.
projectRole10100	DEV	Could be used to indicate that the user is the **default** assignee of a custom project role in the DEV project. User properties can be used by the Assign to project role post function for setting a **default assignee** for a specific project role.
Developers	CRM	Could be used to indicate that the user is the **default** assignee of the Developers project role in the CRM project. User properties can be used by the Assign to project role post function for setting a **default assignee** for a specific project role.

The **value** is interpreted as a **regular expression** matching one or multiple project keys or project category names.

Property key	Property value	Potential use case
projectRole 10101	IT|DEV	Could be used to indicate that the user is the **default** assignee of a custom project role in the **IT and DEV project**. User properties can be used by the Assign to project role post function for setting a **default assignee** for a specific project role.
Developers	[ABCD]...|..CR	Could be used to indicate that the user is the **default** assignee of the Developers project role in the **projects with keys of 4 characters with A, B, C or D as the first character, or ending with CR**.

JWT user properties and workflows

The following workflow functions are the main features where you work with user properties.

Conditions and Validators

- Logical condition
- Logical validator

Post functions

- Copy JWT user property
- Set or create JWT user property
- Update field based on rules
- Assign to project role
- Update or copy field values

Logical expressions

JWT user properties can be referenced and validated when writing a logical expression in the Logical mode (e.g in the **conditional execution** parameter of post functions).

Available functions

JWT provides special parser functions to work with user properties.

Function	Short description	Output	Label
userProperty()	Returns the values of **user properties**.	TEXT	

JWT project properties and JQL

You can use JWT user properties in **JQL queries**, by using any of the **JQL functions** provided by **Jira Workflow Toolbox**:

Function	Short description	Output	Label
usersWithNumericProperty()	Returns users with specific **numeric** properties.	TEXT LIST	
usersWithProperty()	Returns users with specific **properties**.	TEXT LIST	
usersWithTextProperty()	Returns users with specific **text properties**.	TEXT LIST	

Use cases and examples

Use case	JWT feature	Workflow function	Parser functions	Label
Escalate issue to assignee's supervisor		Copy JWT user property	userProperty()	STAFF PICK

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