

# Escalate issue to assignee's supervisor

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### Use case

**User properties** within Jira can be used to store additional information on a **per-user basis**.

In the following use case, user properties will be used to store Jira users as **supervisor** for other users. If an **issue needs to be escalated**, the issue will be **assigned to the current assignee's supervisor**.



### Prerequisites

#### Set up the user property

If not already done so, the user properties have to be specified where needed.

As an example we're going to set the user property for one user:

1

Head over to the **Jira Administration Users**

2

Click on the name of a user.

3

In the upper right corner open the dropdown menu **Actions** and select **Edit Properties**

4

Add the following property:

#### Key

supervisor

#### Value

<username>

Replace **<username>** with the actual username you want to set as supervisor.



## Configuration

1

Add the [Copy JWT user property](#) post function to the desired transition or create a new one.

2

### User

Choose **Assignee**

3

### Property key

Enter

supervisor

4

### Target field

Choose **Assignee**

5

### Conditional execution

Enter the following parser expression:

```
%{issue.assignee} != null and userProperty("supervisor", %{issue.assignee}) != null
```


This expression guarantees, that the assignee will only be updated, if there is an assignee set which also has a supervisor.



## Screenshots



## Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
<a href="#">Escalate issue to assignee's supervisor</a>		<a href="#">Copy JWT user property</a>	<a href="#">userProperty()</a>	<b>STAFF PICK</b>

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