# Escalate issue to assignee's supervisor

# On this page

Prerequisites | Configuration | Screenshots | Related use cases

## 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.

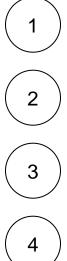
8<u>-</u>

#### Prerequisites

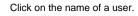
### Set up the user property

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

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



Head over to the Jira Administration Users



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



Add the following property:

#### Key

supervisor

#### Value

<username>

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

| Configuration     |   |
|-------------------|---|
|                   | Add the Copy JWT user property post function to the desired transition or create a new one.   |
| 2                 | User<br>Choose Assignee   |
| 3                 | Property key<br>Enter   |
|                   | supervisor  |
| 4                 | Target field<br>Choose Assignee   |
| 5                 | Conditional execution<br>Enter the following parser expression:   |
|                   | <pre>%{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.</pre> |
| C Screenshots     |   |
| Related use cases |   |
| Use case          | JWT feature Workflow function Parser functions Label  |

Copy JWT user property

userProperty()

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

ট্ট

Escalate issue to assignee's supervisor