

Send email after transitioning to specific status

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Use case

Often it can be useful to **notify specific users about certain changes**. For example, if an **issue reaches a specific status**, it can come in handy to get a **notification about this update**.

In the following use case, an **email** will be sent to the **reporter, assignee and the project lead**, if a specific transition has been executed.



Configuration

1

Add the [Send email](#) post function to the desired transition or create a new transition.

2

From

Choose **Based on the outgoing email configuration**

3

Sending mode

Choose **Default**

4

Priority

Choose **Default**

5

To

Select **Field containing users** and enter the following fields:

- Assignee
- Reporter
- Project lead

6

Email content

1

Subject

Enter the following expression:

```
%{issue.key} - Transitioned to "Approved"
```

2

Email format

Choose **HTML**

3

Body

Enter the following content:

```
<p>
    Hi there,
</p>

<p>
    the %{issue.issueType} <strong><a href="%{system.baseUrl}/browse/%
{issue.key}" target="_blank">%{issue.key}</a></strong> ("%{issue.summary}")
has been approved at %{system.currentDateTime} by <strong>%{system.currentUser.
displayName}</strong>.
</p>

<p>
    Reporter: %{issue.reporter.displayName} <br>
    Assignee: %{issue.assignee.displayName} <br>
    Project: <a href="%{system.baseUrl}/projects/%{issue.project.key}" target="
_bank">%{issue.project.name}</a> <br>
    Created: %{issue.created}
</p>

<p>
    Cheers
</p>
```

Adapt the content of the email according to your needs!

4

Attachments

Choose **None**



Screenshots

Update parameters of the Send email Function for this transition.

Update parameters of the Send email Function for this transition.

Basic configuration *

Define the required parameters needed to execute this post function.

From *

Based on the outgoing email configuration

Select the email address the email will be sent from.

Sending mode *

Default

Select how the email will be sent. If personalized is chosen, a dedicated email will be sent out to each recipient.

Priority *

Default

Select the priority of the email.

To *

Select the email recipients.

Recipients

Field containing users

Assignee, Reporter, Project lead

Select recipient

> Cc

> Bcc

Email content

Subject

1

%{issue.key} - Transitioned to "Approved"

Enter plain text and optionally use field codes, e.g. %{issue.summary}, to insert field values. The JWT mixed mode supports the usage of parser functions between three curly braces, e.g. {{subtasks()}}

Email format *

HTML

Select the format of the email.

Body

1

<p>

2

Hi there,

3

</p>

4

<p>

5

the %{issue.issueType} <a href="%

6

{system.baseUrl}/browse/%{issue.key}" target="_blank">%{issue.key}

7

 ("%{issue.summary}") has been approved at

8

%{system.currentDateTime} by %

9

{system.currentUser.displayName}.

10

</p>

11

<p>

12

Reporter: %{issue.reporter.displayName}

13

Assignee: %{issue.assignee.displayName}

14

Project: <a href="%{system.baseUrl}/projects

15

/_%{issue.project.key}" target="_blank">%{issue.project.name}

16

17

Created: %{issue.created}

18

</p>

19

<p>

20

Cheers

21

</p>

Enter plain text and optionally use field codes, e.g. %{issue.summary}, to insert field values. The JWT mixed mode supports the usage of parser functions between three curly braces, e.g. {{subtasks()}}

Attachments *

None

Select the files to attach to the email.

> Additional options

> Conditional execution

Send email

Documentation

Send an email with custom content.

Info

This post-function needs to be executed **before** firing an event within the current transition.

Workflow

JWT 3.0.0 Use cases








IN REVIEW

Approve (1501)

APPROVED



Related use cases

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

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