

Set assignee based on priority

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Use case

Within Jira you can use different priorities to classify your issues.

In the following use case we explain how to set the **assignee based on the selected priority**.



Configuration

1

Add the [Update field based on rules](#) to the desired transition or create a new transition.

You can add the post function to the **create transition** of the workflow so that the assignee get's automatically set every time an issue is created.

2

Source field

Choose **Priority**

3

Target field

Choose **Assignee**

4

Rules

1

First rule

1

Select **Text comparison**

2

Source field value

Enter the name of the priority, e.g.

High

Target field value

3

Enter the username that should be assigned to the ticket when the specified priority was selected:

agrant

In this case, the user with **username agrant** will be set as **assignee**, if the **priority High** was selected.

2

Second rule

1

Select **Text comparison**

2

Source field value

Enter the name of the priority, e.g.

Highest

3

Target field value

Enter the username that should be assigned to the ticket when the specified priority was selected:

eparis

In this case, the user with **username eparis** will be set as **assignee**, if the **priority Highest** was selected.

3

Proceed with the configuration like shown in the previous steps and adapt the rules according to your needs.

The current implementation works just fine, as long as priorities don't get renamed. If for e.g., the priority **High** is renamed to **Urgent** the above configured post function won't work correct anymore.

The following implementation is an alternative that even works after renaming priorities!

Alternative implementation using priority()

Instead of entering the priority name itself, we will use the parser function `priority()` with the **priority id**.

1

Head over to your Jira **Administration Issues Priorities**

2

Hover over the **Edit** button of the desired priority and grab the id from the URL.

Administration Search Jira admin

Applications Projects **Issues** Manage apps User management Latest upgrade report System Configuration Manager

Priorities

The table below shows the priorities used in this version of Jira, in order from highest to lowest.

Name	Related Schemes		
Icon and name	Description	Color	Used by
Blocker	The problem will block progress.		3 schemes
Highest	This problem will block progress.		1 scheme
High	Serious problem that could block progress.		5 schemes
Critical	Crashes, loss of data, severe memory leak.		2 schemes
Major	Major loss of function.		1 scheme
Medium	Has the potential to affect progress.		4 schemes
Trivial	Cosmetic problem like misspelt words or misaligned text.		1 scheme
Minor	Trivial problem with little or no impact on progress.		4 schemes
Low	Minor problem or easily worked around.		5 schemes
Lowest	Trivial problem with little or no impact on progress.		1 scheme

The URL might be something like:

```
http://your-domain.com/secure/admin/EditPriority!default.jspa?id=1
```

The id can be found at the end of the URL: **id=1**.

If the id of the priority **Highest** was **1**, the expression would be:

```
priority(1)
```

3

Update the above rules like follows:

1

First rule

1

Select **Logical expression**

2

Expression

Enter the the following expression:

```
%{issue.priority} = priority(<id>)
```

Replace **<id>** with the actual id of the desired priority.

3

Target field value

Enter the username that should be assigned to the ticket when the specified priority was selected:

```
agrant
```

In this case, the user with **username agrant** will be set as **assignee**, if the **priority High** was selected.

2

Second rule

1

Select **Logical expression**

2

Expression

Enter the following expression:

```
%{issue.priority} = priority(<id>)
```

Replace **<id>** with the actual id of the desired priority.

3

Target field value

Enter the username that should be assigned to the ticket when the specified priority was selected:

eparis

In this case, the user with **username eparis** will be set as **assignee**, if the **priority Highest** was selected.



Screenshots

Update parameters of the Update field based on rules Function for this transition.

Update parameters of the Update field based on rules Function for this transition.

Basic configuration *

Define the required parameters needed to execute this post function.

Source field *

Priority

Select the field to be checked against in a text comparison or regular expression rules.

Target field *

Assignee

Select the field to be updated by first matching rule.

Rules *

Define the rules for updating the target field and the corresponding target field values.

Mode	Expression	Target field value	
Text	High	agrant	<input checked="" type="checkbox"/>
Text	Highest	eparis	<input checked="" type="checkbox"/>
Add rule			

> Additional options

> Conditional execution

> Run as

Update field based on rules



Documentation

Update a single issue field according to a set of rules.

Workflow

JWT 3.0.0 Use cases



Related use cases

Use case

JWT
feature

Workflow function




Parser functions

Label

Add user to field depending on selected options



Update field based on
rules

Set assignee based on priority		Update field based on rules	priority()	
Set assignee depending on issue type		Update field based on rules	issueType()	
Set issue security level depending on reporter		Update field based on rules	issueSecurityLevel() <small>()</small>	STAFF PICK
Set reporter as assignee if a User Picker field is empty		Update field based on rules		

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