

# There must be at least one related Service Management request

On this page

[Configuration](#) | [Screenshots](#) | [Related use cases](#)

## Use case

In the following use case the transition can only be executed, if there is **at least one Service Management request** related to the current issue.

To identify an issue as a service project issue we are going to use the **Project category**.



## Configuration

1

Add the condition or validator to the desired transition or create a new transition.

2

### Filter by field value

Enter the following expression:

```
%{seed.issue.project.category} = "Service Management"
```

Make sure to set the project category of the desired projects to **Service Management** or update the above expression accordingly.

3

### Minimum number of linked issues

Enter 1

4

### Additional options

Check the following options:

- Allow unselected link types
- Allow unselected issue types
- Allow unselected statuses
- Allow unselected resolutions

The following parameters are **only available**, if you are configuring this use case as a **validator**.

## Validator only

1

### Error message

There must be at least one Service Management request linked to the current issue.



## Screenshots

Update parameters of the Condition on linked issues Condition for this transition.

Update parameters of the Condition on linked issues Condition for this transition.

### Basic configuration \*

Define the required parameters for this condition.

#### Filter by link type \*

Select link types

Only issues matching the selected link types will be evaluated.

#### Filter by issue type \*

Select issue types

Only issues matching the selected issue types will be evaluated.

#### Filter by status \*

Select statuses

Only issues matching the selected statuses will be evaluated.

#### Filter by resolution \*

Select resolutions

Only issues matching the defined resolutions will be evaluated.

#### Filter by project

Any project

#### Filter by field value

1 `{seed.issue.project.category} = "Service Desk"`

Only linked issues where the field values match the provided logical expression are allowed.

#### Minimum number of linked issues \*

01

Specify the minimum number of linked issues that need to satisfy the specified filter criteria.

#### Maximum number of linked issues \*

1000

Specify the maximum number of sub-tasks that need to satisfy the specified filter criteria.

### Additional options

#### ☒ Allow unselected link types

Linked issues with unselected link types will be allowed regardless of their state. This option must be checked, if the link type filter should be ignored.

#### ☒ Allow unselected issue types

Linked issues of unselected issue types will be allowed regardless of their state. This option must be checked, if the issue type filter should be ignored.

#### ☒ Allow unselected statuses

Linked issues in unselected statuses will be allowed regardless of their state. This option must be checked, if the status filter should be ignored.

#### ☒ Allow unselected resolutions

Linked issues with unselected resolutions will be allowed regardless of their state. This option must be checked, if the resolution filter should be ignored.

#### ☐ Allow unsatisfied field value filter

Linked issues not matching the defined field values will be allowed regardless of their state. This option must be checked, if the field value filter should be ignored.

### Condition on linked issues

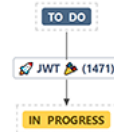
Documentation



Evaluate the current state (type, status, number, etc.) of issue links.







### Workflow

JWT 3.0.0 Use cases





## Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
All blocking issues must be resolved		Condition on linked issues		
		Validation of linked issues		
Prevent issue from being "Closed" if blocking issues are not closed yet.		Validation of linked issues		
Prevent transitioning when there is a blocking issue		Validation of linked issues		
There must be at least one related Service Management request		Condition on linked issues		
		Validation of linked issues		

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