

Check if an issue was resolved on time

Use case

This calculated field returns **Yes**, if the current issue was resolved before the expected due date, and **No** if the issue was **resolved too late** or is currently **overdue**.



Configuration

1

Create a new **Calculated Text Field (by JWT)** custom field and name it properly.

Providing a description will help you to identify what the custom field does but this step is **optional**

2

Set the **Parsing Mode** to **Advanced text**

3

Parser expression

Add the following expression:

Text to be parsed for Calculated Text Field:

```
{issue.resolutionDate} != null AND {issue.dueDate} !=
null                                     #Only calculate a value if both dates are
set
? ({issue.resolutionDate} <= {issue.dueDate} ? "Yes" :
"No")                                   #Check whether the resolution date was before
the due date
: (datePart({system.currentDateTime}, LOCAL) > {issue.dueDate} ? "No" : null)      #Check
whether the unresolved issue is overdue
```

more info...

This expression will only return **No** if the issue was either resolved **too late** or is unresolved and **overdue**.

Yes will only be returned if the issue was resolved **before** the due date.

To achieve this, the following functions are used:

- Conditional operator
- [datePart\(\)](#)

4

Add the field to the relevant view **screens**.

Remember: All calculated fields are **read-only** and cannot be manually updated on a create or edit screen.

5

Check the results

Once configured and added to an issue screen, the result will look like this:

Default Configuration Scheme for JWT calculated field

Default configuration scheme generated by Jira

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):

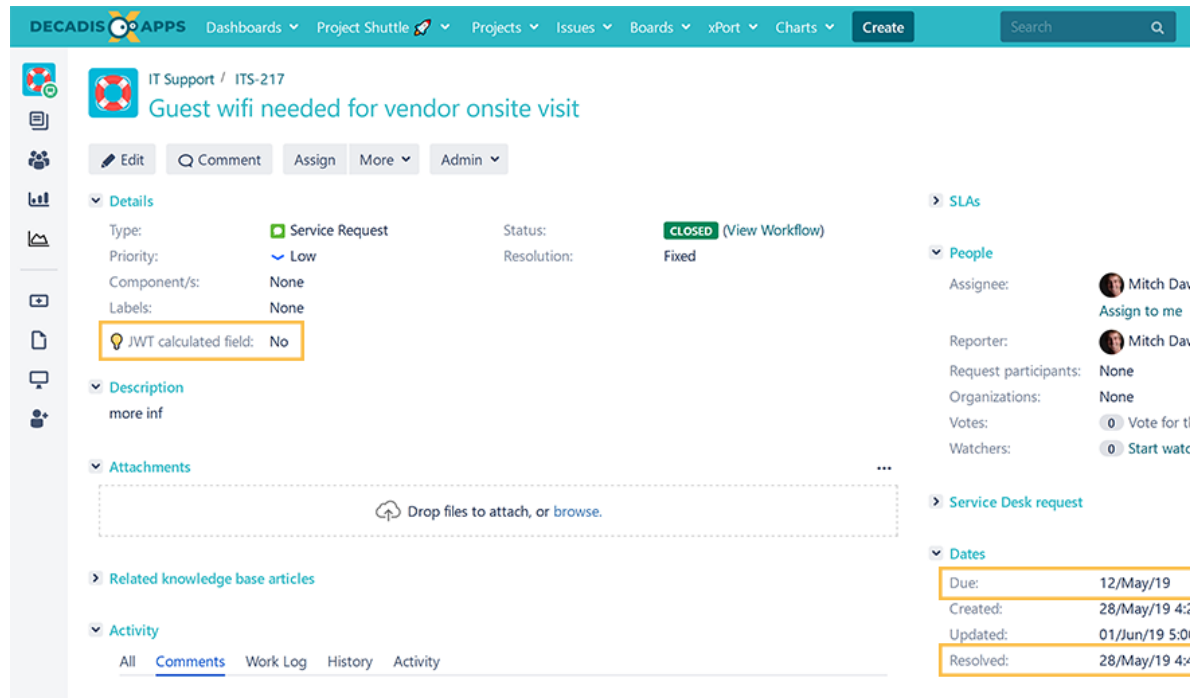
Global (all issues)

Expression:

```
{f(x)} {issue.resolutionDate} != null AND {issue.dueDate} != null
? ({issue.resolutionDate} <= {issue.dueDate} ? "Yes" :
: {datePart({system.currentDateTime}, LOCAL) >
{issue.dueDate} ? "No" : null)
```

[Edit expression](#)

Mode: Advanced text



The screenshot shows the Jira issue screen for 'IT Support / ITS-217' with the title 'Guest wifi needed for vendor onsite visit'. The issue is a 'Service Request' with a status of 'CLOSED' and a resolution of 'Fixed'. The 'JWT calculated field' is configured to show 'No'.

Details:

- Type: Service Request
- Priority: Low
- Component/s: None
- Labels: None
- JWT calculated field: No

Description: more inf

Attachments: Drop files to attach, or browse.

Related knowledge base articles:

Activity: All [Comments](#) [Work Log](#) [History](#) [Activity](#)

SLAs:

People:

- Assignee: Mitch Dav
- Reporter: Mitch Dav
- Request participants: None
- Organizations: None
- Votes: 0
- Watchers: 0

Service Desk request:

Dates:

- Due: 12/May/19
- Created: 28/May/19 4:00
- Updated: 01/Jun/19 5:00
- Resolved: 28/May/19 4:00



Related use cases

Title	Field type	JWT feature	Label
Check if an issue was resolved on time	Text		

Components from all sub-tasks	Text		
Details of the last comment	Text		STAFF PICK
Difference between two dates in business days	Text		
Display additional details of the issue creator	Text		
Display current issue's project category	Text		
Display historic due dates	Text		
Display reporters of linked Cloud issues	Text		
Google Maps location	Text		STAFF PICK
Highest ranked custom field value among all linked issues	Text		
Last comment, its author, and timestamp	Text		STAFF PICK
Last commenter's full name	Text		
Status and assignee of parent issue	Text		

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