Assign issues to your team during a transition

Use case

When an issue is not assigned and a transition is executed by a user in group **customer**, then **auto-assign** the issue to a random user in a specific project role to ensure the consistency and productivity of your team.

Issue transitioned event

1 **Create a new rule** and name it appropriately.

> Providing a description will help you to identify what the rule does but this step is **optional**.

2 Add a **Trigger Issue event Issue created**

Boolean condition

3 Next to the **Issue event** click on **Add Condition Boolean condition**

1 Add the following expression:

```
isInGroup(%{system.currentUser}, "customer") and %{trigger.issue.assignee} =
null
```

> This way the assignee will only be updated, if the current user (so the user who executed the transition) is in group **customer** and the assignee is empty.

Assign issue

4

Next to the **boolean condition** click on **Add Action Assign issue**

1

Assignee

Choose **User in project role**

2

Project role

Choose the specific project role you want to use.

3

User selection mode

Choose **Random user in selected project role**

5

Enable the rule by clicking on the **Enable button**

Screencast

No screencast available at the moment.

Import the example

Import the **JSON** file below to get started in no time.

JSON

```
{
    "name": "Assign issues to your team during a transition",
    "description": "",
    "creator": "admin",
    "status": false,
    "triggerData": "",
    "triggerType": "ISSUE_TRANSITIONED_EVENT",
    "configuration": {
        "refs": [
            "issue",
            "system",
            "trigger.issue",
            "trigger.parent"
        ],
        "triggerType": ""
    },
    "children": [
        {
            "sequence": 0,
            "type": "BOOLEAN_CONDITION",
            "ruleEntityType": "CONDITION",
            "configuration": {
                "refs": [
                    "issue",
                    "project",
                    "system",
                    "trigger",
                    "trigger.issue",
                    "trigger.parent"
                ],
                "expression": "isInGroup(%{system.currentUser}, \"customer\") and %{trigger.issue.assignee}
= null",
                "expressionParsingMode": "logical",
                "actingUser": "field_00020"
            },
            "children": [
                {
                    "sequence": 0,
                    "type": "ASSIGN_ISSUE",
                    "ruleEntityType": "ACTION",
                    "configuration": {
                        "refs": [
                            "issue",
                            "project",
                            "system",
                            "trigger",
                            "trigger.issue",
                            "trigger.parent"
                        ],
                        "assignMode": "projectRole",
                        "projectRole": "10001",
                        "mode": "projectRoleRandom",
                        "sendMail": "true",
                        "actingUser": "field_00020"
                    },
                    "children": null,
                    "hasChildren": false
                }
            ],
            "hasChildren": true
        }
    ],
    "hasChildren": true
}
```

📁 Related examples

Title	Automated action	JWT feature	Label
Assign an issue to the last assignee on a transition	Assign issue action	⚡	
Assign issues to your team during a transition	Assign issue action	⚡	
Automatically assign issues to your team	Assign issue action	⚡	
Re-assign issues and leave a comment	Add comment action Assign issue action	⚡	
Update assignee and reporter to facilitate user deletion	Add comment action Assign issue action Update field action	⚡	**STAFF PICK**

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