

Get started with calculated fields

JWT ships with **three** custom field types to **calculate** field values, **display live data**, or even pull data from online service providers such as Google.

Each custom field type, from **number** to **text**, or **date-time** fields, comes with a different set of options that let you define exactly what you want to see as a result using the full power of the [JWT expression editor](#).

Last but not least, you can individually define **how** the **result** of the calculation should **appear**, from different time formats to currency symbols, by configuring individual [Display formats](#).



Calculated date-time fields

This type of **read-only** custom field contains a value which is dynamically calculated from a custom [math/time expression](#). It can be used to obtain a **date-time** value depending on the value of the **current issue** or in **other issues**.



Calculated number fields:

This type of **read-only** custom field has a value which is dynamically calculated from a custom [math/numeric expression](#). It can be used to obtain a **numeric** value depending on the value of other fields in the **current issue** or in any **other issues**.



Calculated text fields

This type of **read-only** custom field has a value which is dynamically calculated from a custom text expression. It can be used to show a text composed from one or more field values returned by field codes.

First steps

1

After installing JWT, head over to **Administration Issues**

Then browse to **Custom fields**

DECADIS APPS Dashboards Project Shuttle Projects Issues Boards xPort Charts Create Search

Administration Search Jira admin

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

ISSUE TYPES
Issue types
Issue type schemes
Sub-tasks

WORKFLOWS
Workflows
Workflow schemes
Workflow report

SCREENS
Screens
Screen schemes
Issue type screen schemes

FIELDS
Custom fields
Field configurations
Field configuration schemes

PRIORITIES
Priorities
Priority schemes

Custom fields

Add extra fields to your issues to define them more precisely. From simple text fields to development summaries, you can create different types of custom fields and configure how they behave. Here you can manage your existing custom fields, or create new ones.

Basic **Advanced**

Name Type Search Template Issue type(s) Project(s) Screens Locked

ID	Name	Type	Search Template	Available Contexts
13201	Absence day	Date Picker	Date Range picker	
11806	Access to Secure areas?	Radio Buttons	Multi Select Searcher	
12104	Address Physical Address	Text Field (single line)	Free Text Searcher	
10900	Amount	Number Field	Number Searcher	
12107	Answer Box A simple yes/no answer box	Select List (single choice)	Multi Select Searcher	
13400	Approval code	Text Field (single line)	Free Text Searcher	
11000	Approvals LOCKED Provides search options for JIRA Service Desk approvals information. This custom field is created programmatically and required by Service Desk.	Approvals	Approvals Searcher	

2

Create your first custom field

from the **Custom fields** admin section, head over to **Add custom Field Advanced** then add the desired field offered by JWT:

- JWT calculated date-time fields
- JWT calculated number fields
- JWT calculated text fields

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Administration Search Jira admin

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Workflows
Workflow schemes
Workflow report

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11000	Approvals LOCKED Provides search options for JIRA Service Desk approvals information. This custom field is created programmatically and required by Service Desk.	Approvals	Approvals Searcher	
11201	Approvers Contains issues needed for approval. This custom field was created by JIRA Service Desk.	User Picker (multiple users)	User Picker & Group Searcher	

Select a Field Type

All
Standard
Advanced

- Calculated Date-Time Field (by JWT)**
A date-time field whose value is dynamically calculated in real time.
- Calculated Number Field (by JWT)**
A numeric field whose value is dynamically calculated in real time.
- Calculated Text Field (by JWT)**
A text field whose value is dynamically composed in real time.
- Development Summary**
Display a development summary column in issue navigator.
- Global Rank**
Global rank field for Jira Software use only. **MANAGED**

Find more custom fields

Next Cancel

JWT calculated fields can't be manually updated on any screen.

Therefore they **won't be displayed on create, edit and transition screens**, even if you added them explicitly to those screens.

Configure your custom field

1

On the configuration screen of your newly created custom field go to **Actions Configure**

The screenshot shows the Jira Administration interface. The top navigation bar includes 'DECADIS APPS', 'Dashboards', 'Project Shuttle', 'Projects', 'Issues', 'Boards', 'xPort', 'Charts', and a 'Create' button. Below this is the 'Administration' section with a search bar and links to 'Applications', 'Projects', 'Issues', 'Manage apps', 'User management', 'Latest upgrade report', 'System', and 'Configuration Manager'. The left sidebar lists various configuration categories: ISSUE TYPES, WORKFLOWS, SCREENS, and FIELDS. Under 'FIELDS', 'Custom fields' is selected. The main content area is titled 'Custom fields' and includes a description: 'Add extra fields to your issues to define them more precisely. From simple text fields to development summaries, you can create different types of custom fields and configure how the Here you can manage your existing custom fields, or create new ones.' Below this is a 'Basic' tab and an 'Advanced' tab. A table lists existing custom fields with columns for ID, Name, Type, Search Template, and Available Contexts.

ID	Name	Type	Search Template	Available Contexts
12504	Components of Sub-tasks	Calculated Text Field (by JWT)	Free Text Searcher	
12500	Date-Time Creation of Epic	Calculated Date-Time Field (by JWT)	Date Time Range picker	
12501	Number of Blocking Issues	Calculated Number Field (by JWT)	Number Searcher	
12503	Scheme for Time Taken	Calculated Number Field (by JWT)	Number Searcher	
12400	Screenshot	Calculated Text Field (by JWT)	Free Text Searcher	
13300	Time in status (by JWT)	Calculated Number Field (by JWT)	Number Searcher	
12502	Time to Due Date	Calculated Number Field (by JWT)	Number Searcher	

2

Start by adding an **expression** that is used to calculate the field.

Configure Custom Field: Date-Time Creation of Epic

Below are the Custom Field Configuration schemes for this custom field. Schemes are applicable for various issues types in a particular context. You can configure a custom field differently for each project context. Moreover, project level schemes will over-ride global ones.

- Add new context
- View Custom Fields

Default Configuration Scheme for Date-Time Creation of Epic

Default configuration scheme generated by Jira

Applicable contexts for scheme: Edit Configuration

Issue type(s):
Global (all issues)

Expression: `first(fieldValue({issue.created}), linkedIssues("has Epic"))`

Edit expression

Display format: Format: Date time picker

Example: 13/Nov/20 8:05 AM

Timezone: Server timezone

Edit display format

DECADIS

CO-APPS

Dashboards

Project Shuttle

Projects

Issues

Boards

xPort

Charts

Create

Search

Administration

Search Jira admin

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

Edit expression

✓

Numeric

Add field

Examples

▶

?

1

first(fieldValue(issue.created), linkedIssues("has Epic"))

[Line 1 / Col 0] Try your expression

Enter plain text and optionally use field codes, e.g. %issue.summary%, to insert field values.

Save

Cancel

Calculated Date-Time Field (by JWT)

Documentation

A date-time field whose value is dy composed in real time.

Field: Date-Time Creation of Epic

A non-optimized expression can cause performant problems when re-indexing, to avoid this kind of problems there are some tips to keep in mind:

- When using field codes in the expression, if their value is null it can add some delay to the re-indexing because of the errors thrown. To avoid this it's recommendable to check with a **ternary operator** if the field code's value is null or not to make the calculation or not.
- When the value depends on fields belonging to issues different from current issue, for example its linked issues or issues returned by a JQL query, problems will be faced when using it in a **JQL search**. This happens because its index is **only updated** when the current issue is updated, so the value indexed might not be updated if those different issues have not been updated, even if the value is displayed correctly. It would be necessary to re-index before executing the *JQL search*.

3

Optionally: Customize the **display format**.

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Dashboards

Project Shuttle

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Create

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Administration

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Basic configuration*

Define the required parameters needed to configure the display format of this calculated field.

Format type*

Date time picker

Select the date-time format you want to be used for displaying the field value.

Timezone

Server timezone

Select the timezone to be used for displaying the date-time value of this field.

Save

Cancel

Calculated Date-Time Field (by JWT)

Documentation

Field: Date-Time Creation of E

4

Configure the **field context**

Configure Custom Field: Date-Time Creation Of Epic

Below are the Custom Field Configuration schemes for this custom field. Schemes are applicable for various issues types in a particular context. You can configure a custom field differently for each project context or in a global context. Moreover override global ones.

- [Add new context](#)
- [View Custom Fields](#)

Default Configuration Scheme for Date-Time Creation Of Epic

Default configuration scheme generated by Jira

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

Issue type(s):
Global (all issues)

Expression:   `first(fieldValue(issue.created), linkedIssues("has Epic"))`

[Edit expression](#)

Display format: Format: **Date time picker**
Example: 17/May/21 12:45 PM

Timezone: **Server timezone**

[Edit display format](#)

Modify configuration scheme context

Configuration contexts enable the custom field for that particular set of issues and each context can have its own configuration set (e.g. different default values, options).

Custom Field: Date-Time Creation Of Epic

Configuration scheme label: **Default Configuration Scheme for Date-Time Creation Of Epic**
Label for this context

Description: **Default configuration scheme generated by Jira**

Optional description for this context

Choose applicable issue types

Please select the applicable issue types. This will enable the custom field for these issues types in the context specified below.

Issue types

Any issue type

Epic

Story

Task

Bug

Apply for all issues with any selected issue types

Choose applicable context

Please choose the contexts where this configuration will be applicable. Note that this will apply to only issues with the selected issue type as above.

- ☐ **Global context.** Apply to all issues in Jira.
- ☒ **Apply to issues under selected projects**

Projects

Documentation

Globally Accessible Project

Service Desk Test

Apply for all issues in any selected projects

[Modify](#) [Cancel](#)

The **field context configuration** allows to decrease the number of issues in which the calculated field should be calculated and displayed, so making a good use of it will improve the performance of the field and of the re-indexing.

5

Check out the result

Your browser does not support the HTML5 video element

To learn more about configuring the **display formats**, check out the [following page](#).

Been there, done that? If you need even more inspiration, make sure to check out these [useful use cases](#) that will definitely get you started.

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