

Add comment when creating issues outside of business hours

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Use case

If a ticket has been created outside of the communicated business hours, it is a good practice to **inform the Service Management customers about this**.



Configuration

Assumption: A custom JWT calendar called "my_calendar" has been defined as follows:

```
MON - THU {  
  08:00 - 15:00,  
  16:00 - 19:30;  
}  
  
FRI {  
  08:00 - 15:00;  
}
```

1

Add the [Add comment](#) post function to the **create transition** of the desired workflow.

2

Comment text

Choose **Add comment manually**

3

Expression

Enter your custom comment, like:

Dear customer,
even superheroes need a break! Unfortunately we are closed for today. Be sure that we will
take care of your request as soon as possible!

4

Comment visibility

Choose **Customer facing comment for Jira Service Management projects**

5

Conditional execution

```
NOT withinCalendar({issue.created}, "my_calendar", LOCAL)
```

By using this conditional execution, the comment will only be added if the creation date of the issue is outside of the business hours defined within the calendar.



Screenshots

Update parameters of the Add comment Function for this transition.

Update parameters of the Add comment Function for this transition.

Basic configuration*

Define the required parameters needed to execute this post function.

Comment text*

Add comment manually (parser expression)

Define the content of the comment.

Expression*

```
1 Dear customer,
2 even superheroes need a break! Unfortunately we are closed for today. Be
   sure that we will take care of your request as soon as possible!
```

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

Comment visibility

Customer facing comment for Jira Service Management projects

> Additional options

Conditional execution

The post function will only be executed if the following condition (a logical expression) is met.

Expression

```
1 NOT withinCalendar({issue.created}, "my_calendar", LOCAL)
```

The expression must return `true` or `false`.

> Run as

Add comment

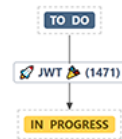
Documentation



Add a comment to an issue.

Workflow

JWT 3.0.0 Use cases



Examples

Pick one of the following example configurations and get started in no time. More details will be provided upon your selection.

- Alert the reporter
- Alert the assignee of important issues



Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Add comment when creating issues outside of business hours		Add comment	withinCalendar()	STAFF PICK

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