

Prevent setting due dates outside business hours

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Use case

Setting a due date of an issue to a date outside of the company's business hours can cause confusions.

In the following use case the transition will be prevented if the issue's due date is not set accordingly.



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 [Logical validator](#) to the desired workflow transition. You might want to place it within the create transition to prevent the creation of the issue.

2

Expression

Add the following expression:

```
withinCalendar({issue.dueDate}, "my_calendar", LOCAL)
```

3

Error message

Optionally, enter an error message something like this:

```
Unfortunately you're trying to execute this transition outside of our business hours.  
Please try it again on:  
Mon - Thu 08:00-15:00, 16:00-19:30  
Fri 08:00-15:00.
```



Screenshots

[Update parameters of the 'Logical validator' Validator for this transition.](#)

Update parameters of the 'Logical validator' Validator for this transition.

Basic configuration *

Define the required parameters for this validator.

Expression *

```
1 withinCalendar(issue.dueDate, "my_calendar", LOCAL)
```

The expression must return `true` or `false`. The condition is met if the `logical expression` returns `true`.

Validation options

Error message

Add an **optional** error message to show when a validation fails.

Location

Show on top

Define where the error message should be displayed.

Message

```
1 Unfortunately you're trying to execute this transition outside of
2 our business hours.
3 Please try it again on:
4 Mon - Thu 08:00-15:00, 16:00-19:30
5 Fri 08:00-15:00.
```

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

Add translation

Add **optional** error message translations. Translations will be displayed based on the user's language setting.

Logical validator

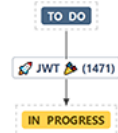
Documentation











Evaluate a logical expression that returns true or false - a most universal and powerful function to compare field values across any kind of issue relation, count sub-tasks or links.





















Workflow

JWT 3.0.0 Use cases





Related use cases

| Use case | JWT feature | Workflow function | Parser functions | Label |
|--|--|--|--|------------|
| Block an Epic's transition depending on linked issues status and due date |   | Logical validator Logical condition | count() filterByPredicate() linkedIssues() | |
| Block an Epic's transition until all the issues under that Epic are resolved |  | Logical validator Logical condition | count() issuesUnderEpic() filterByResolution() | |
| Block a transition until all sub-tasks have certain fields populated |   | Logical validator Logical condition | count() filterByPredicate() subtasks() | STAFF PICK |
| Ensure that all issues linked with a certain issue link type have "Due Date" field set |   | Logical validator Logical condition | count() linkedIssues() fieldValue() | |
| Ensure that an issue has at least one attachment |  | Logical validator Logical condition | | STAFF PICK |

| | | | |
|--|--|--|--|
| Evaluate Assets objects |   | Logical validator Logical condition | findPattern() findReplaceAll() replaceAll() toStringList() |
| Halt a transition if an element is not contained in a list |   | Logical validator Logical condition | toStringList() |
| Hide transition to a previous status |  | Logical condition | |
| Make "Time spent" field required |  | Logical validator | |
| Prevent a closed issue from being reopened after resting 1 week closed |   | Logical validator Logical condition | isInRole() |
| Prevent a transition depending of the number of components |   | Logical validator Logical condition | numberOfSelectedItems() |
| Prevent external users from creating issues |  | Logical validator | matches() toString() textOnStringList() toStringList() userDisplayName() |
| Prevent issue creation if description contains less than 100 characters |  | Logical validator | replaceAll() length() |
| Prevent issue creation with the same field value (Boolean) |  | Logical validator Validation based on JQL query | count() issuesFromJQL() |
| Prevent setting due dates outside business hours |  | Logical validator Logical condition | withinCalendar() |
| Prevent the creation of sub-tasks unless the parent issue is in a certain status |  | Logical validator | |
| Reject duplicated file names in attachments |   | Logical validator Logical condition | count() toStringList() distinct() |
| Restrict issue creation per issue type and project role |  | Logical validator | isInRole() |
| Set a condition in a global transition which only applies in a certain status |  | Logical condition | |
| Validate a Select List (cascading) custom field |  | Logical validator Logical condition | |

STAFF PICK

| | | | |
|---|---|--|---|
| Validate only issue links created in transition screen |  | Logical validator | count() transitionLinkedIssues() filterByProject() filterByIssueType() |
| Validation based on the value of a date type project property |  | Logical validator Logical condition | stringToDate() projectProperty() |

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