

Set assignee depending on issue type

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Use case

Within Jira you can use different issue types to classify your issues.

In the following use case we explain how to set the **assignee based on the selected issue type**.



Configuration

1

Add the [Update field based on rules](#) to the desired transition or create a new transition.

You can add the post function to the **create transition** of the workflow so that the issue type gets automatically set/updated every time an issue is created.

2

Source field

Choose **Issue type**

3

Target field

Choose **Assignee**

4

Rules

1

First rule

1

Select **Text comparison**

2

Source field value

Enter the name of the issue type, e.g.

Task

Target field value

3

Enter the username that should be assigned to the ticket when the specified issue type was selected:

agrant

In this case, the user with **username agrant** will be set as **assignee**, if the **issue type Task** was selected.

2

Second rule

1

Select **Text comparison**

2

Source field value

Enter the name of the issue type, e.g.

Story

3

Target field value

Enter the username that should be assigned to the ticket when the specified issue type was selected:

eparis

In this case, the user with **username eparis** will be set as **assignee**, if the **issue type Story** was selected.

3

Proceed with the configuration like shown in the previous steps and adapt the rules according to your needs.

The current implementation works just fine, as long as issue types don't get renamed. If for e.g., the issue type **Bug** is renamed to **Error** the above configured post function won't work correct anymore.

The following implementation is an alternative that even works after renaming issue types!

Alternative implementation using issueType()

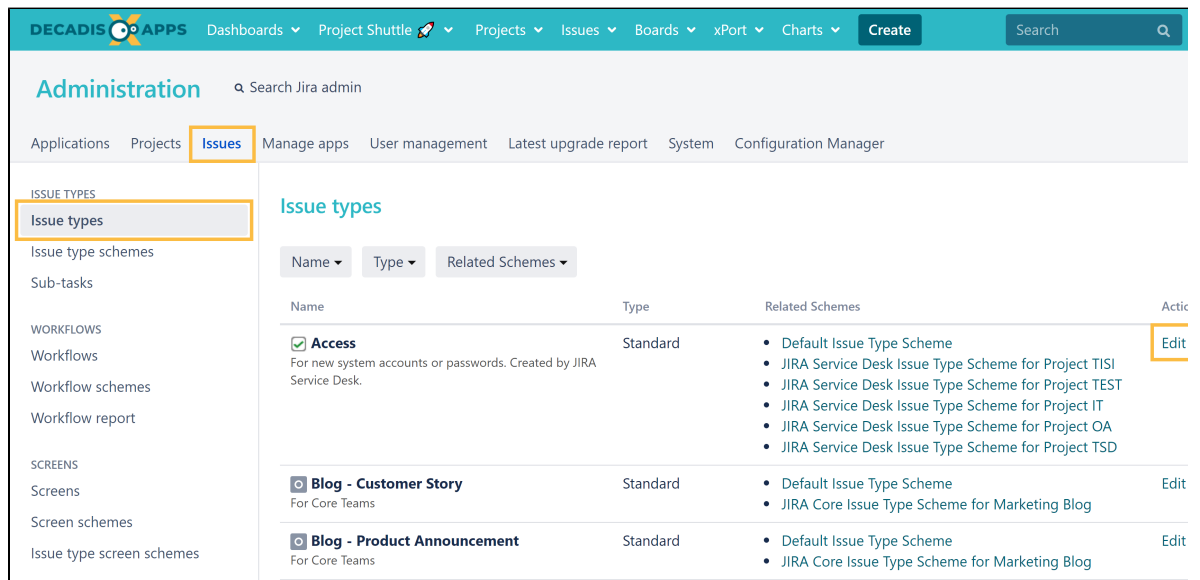
Instead of entering the issue type name itself, we will use the parser function `issueType()` with the **issue type id**.

1

Head over to your Jira **Administration Issues Issue types**

2

Hover over the **Edit** button of the desired issue type and grab the id from the URL.



The screenshot shows the Jira Administration interface. The 'Issues' tab is selected in the top navigation bar. In the left sidebar, 'Issue types' is highlighted. The main content area shows a table of issue types. The first row, 'Access', is highlighted, and its 'Edit' button is circled in yellow. The table has columns for Name, Type, Related Schemes, and Action.

Name	Type	Related Schemes	Action
<input checked="" type="checkbox"/> Access For new system accounts or passwords. Created by JIRA Service Desk.	Standard	<ul style="list-style-type: none">Default Issue Type SchemeJIRA Service Desk Issue Type Scheme for Project TISIJIRA Service Desk Issue Type Scheme for Project TESTJIRA Service Desk Issue Type Scheme for Project ITJIRA Service Desk Issue Type Scheme for Project OAJIRA Service Desk Issue Type Scheme for Project TSD	Edit
<input type="checkbox"/> Blog - Customer Story For Core Teams	Standard	<ul style="list-style-type: none">Default Issue Type SchemeJIRA Core Issue Type Scheme for Marketing Blog	Edit
<input type="checkbox"/> Blog - Product Announcement For Core Teams	Standard	<ul style="list-style-type: none">Default Issue Type SchemeJIRA Core Issue Type Scheme for Marketing Blog	Edit

The URL might be something like:

```
http://your-domain.com/secure/admin/EditIssueType!default.jspa?id=10100
```

The id can be found at the end of the URL: **id=10100**.

If the id of the issue type **Task** was **10100**, the expression would be:

```
issueType(10100)
```

3

Update the above rules like follows:

1

First rule

1

Select **Logical expression**

2

Expression

Enter the the following expression:

```
%{issue.issueType} = issueType(<id>)
```

Replace **<id>** with the actual id of the desired issue type.

3

Target field value

Enter the username that should be assigned to the ticket when the specified issue type was selected:

agrant

In this case, the user with **username agrant** will be set as **assignee**, if the **issue type Task** was selected.

2

Second rule

1

Select **Logical expression**

2

Expression

Enter the following expression:

```
%{issue.issueType} = issueType(<id>)
```

Replace **<id>** with the actual id of the desired issue type.

3

Target field value

Enter the username that should be assigned to the ticket when the specified issue type was selected:

eparis

In this case, the user with **username eparis** will be set as **assignee**, if the **issue type Story** was selected.



Screenshots

Update parameters of the Update field based on rules Function for this transition.

Update parameters of the Update field based on rules Function for this transition.

Basic configuration *

Define the required parameters needed to execute this post function.

Source field *

Issue type

Select the field to be checked against in a text comparison or regular expression rules.

Target field *

Assignee

Select the field to be updated by first matching rule.

Rules *

Define the rules for updating the target field and the corresponding target field values.

	Mode	Expression	Target field value	
≡	Text	Task	agrant	<input checked="" type="checkbox"/>
≡	Text	Story	eparis	<input checked="" type="checkbox"/>
Add rule				

> Additional options

> Conditional execution

> Run as

Update field based on rules

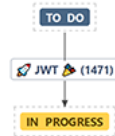


Documentation

Update a single issue field according to a set of rules.

Workflow

JWT 3.0.0 Use cases



Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Add user to field depending on selected options		Update field based on rules		
Set assignee based on priority		Update field based on rules	priority()	
Set assignee depending on issue type		Update field based on rules	issueType()	

Set issue security level depending on reporter		Update field based on rules	issueSecurityLevel() <div>STAFF PICK</div>
Set reporter as assignee if a User Picker field is empty		Update field based on rules	

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