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
         ```

      3. **Target field value**

3

Enter the username that should be assigned to the ticket when the specified issuetype 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()

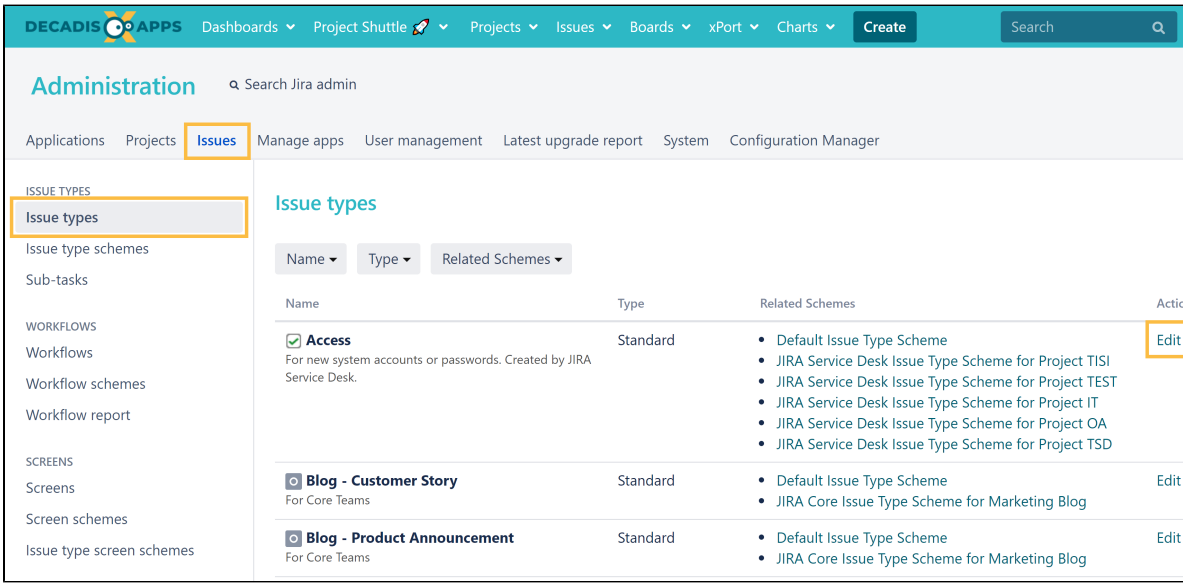
Instead of entering the issue type name itself, we will use the parser function **issueType()** with the **issue type id.**

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 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

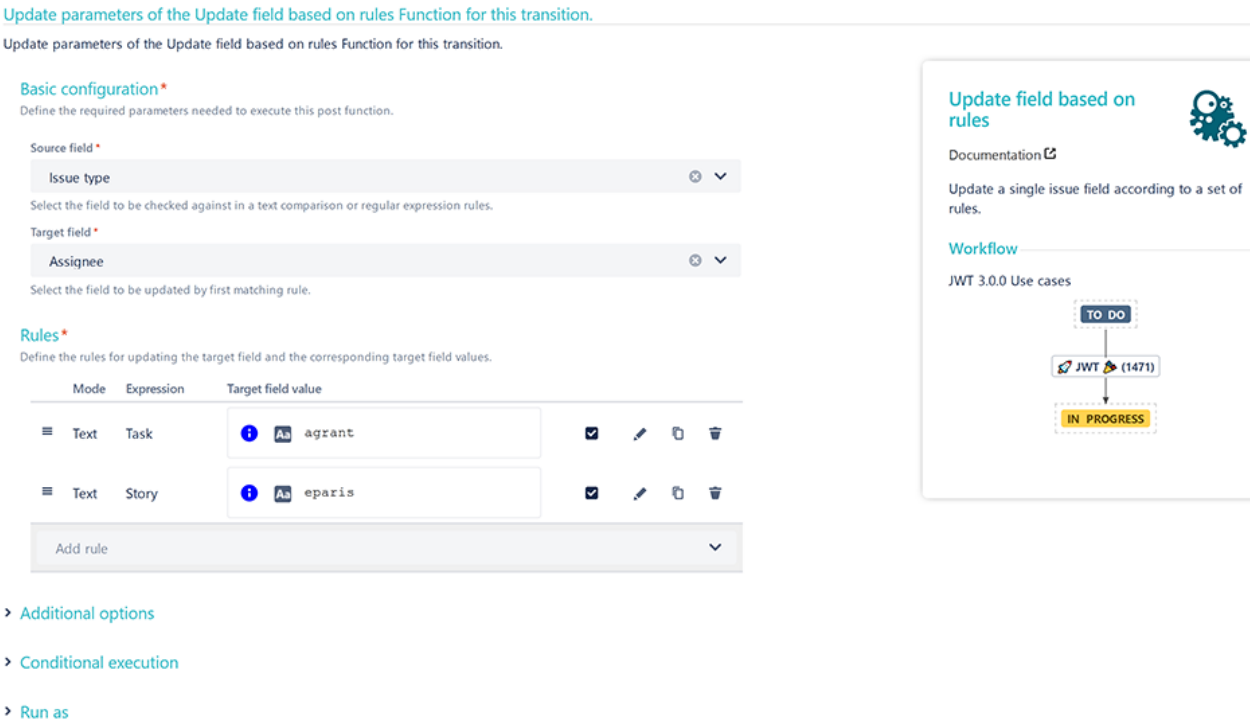
Target field value

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



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 ()	STAFF PICK
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.