

Alert the assignee of important issues

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Use case

Add a comment to an issue **mentioning the assignee**.

The comment will **only** be added, if the issue **priority** is set to **"High"** or **"Highest"** to ensure that the assignee will only be alerted for the important issue

Configuration steps

1

Target issue*

Select **current issue**.

The comment will be left in the **current issue**.

2

Comment text*

Use the following expression:

```
Hi [~accountid:%{issue.assignee}],  
this issue needs your attention. Please provide feedback as soon as possible!
```

```
Thanks,  
%{system.currentUser.displayName}
```

The comment includes a **mention** of the current **assignee**.

3

Comment author*

Select **current user**

4

Comment visibility*

For this example we choose **unrestricted (all users)**

All users with access to the issue will see the comment.

5

Conditional execution

Use the following expression:

```
%{issue.priority} in ["High","Highest"]
```

The post function will only be executed and the comment is left if the priority of the issue is **High** or **Highest**.



Related examples

Use case	JWT feature	Workflow function	Use case description	Complexity
Add a comment with links to attachments that were just added		Add comment	A comment will be added to the current issue with links to the attachments included recently .	BEGINNER
Add comment when rejecting an issue		Add comment	When an issue is rejected , a comment will be added to the current issue mentioning the reporter .	BEGINNER
Add formatted comments automatically		Add comment	Add a formatted comment to the current issue . It would be convenient in case that you need to create a table or highlight some important points in the comment.	BEGINNER
Alert the assignee of important issues		Add comment	Add a comment to an issue mentioning the assignee . The comment will only be added, if the issue priority is set to " High " or " Highest " to ensure that the assignee will only be alerted for the important issue	BEGINNER
Alert the reporter		Add comment	Add a simple comment to an issue mentioning the reporter . This use case might come in handy if you don't want to use extra events in your notification schemes to notify specific users - like the reporter.	BEGINNER
Push status updates to the linked Epic		Add comment	Add a comment to the linked Epic including the summary and status of the current issue. This is helpful when you don't want to keep track of individual Stories and only receive notifications of the linked Epic (e.g. as a watcher or reporter).	BEGINNER
Push status updates to the parent		Add comment	Add a comment to the parent issue including the summary and status of the current issue. This is helpful when you don't want to keep track of individual sub-tasks and only receive notifications of the parent issue (e.g. as a watcher or reporter).	BEGINNER

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