

Send email

With this post function you can easily send an email with custom content text to recipients based on **fields, custom fields, groups** or simply by **selecting a user**. The mail will be sent as notification for the respective issue.

You could use this post function to easily email a customized issue report to the assignee, reporter, service project customer, or any user you can think of.

Configuration

From

Select the user the email will be sent **from**. The following options are available:

Option	Description
Selected user	Select a specific Jira user.
User in field	Select the field containing the user.

Please note that the user the email will be sent from needs access to the issue in which context the post function was triggered. Additionally, please be aware that due to technical restrictions, currently, the sender and recipient cannot be the same user.

To

Define and configure the recipients of the email. The following options are available:

Option	Description
Add field containing users	Select one or multiple fields containing users.
Add groups	Select one or multiple groups. The email will be sent out to all members that have access to the issue.
Selected users	Select one or multiple specific Jira users.

In case you would like to send an email to a specific email address, create a user without site access in Jira and select the user afterward via the User in field option.

Email content

Subject

Enter the subject for the email to be sent. You can enrich the summary with dynamic elements using [field codes](#) or [JWT expression parser functions](#).

If this field is left blank, a combination of issue key and summary will be used. The subject will look like

```
(ISSUEKEY-1) My summary
```

Email format

Select if the email, should be sent in a **Text** or **HTML** format.

If you select HTML, an **HTML preview** of the email body will be displayed automatically below the body parameter.

In case a certain email format has been selected and the Jira settings and/or the recipients settings differs, the content will be displayed in the format the recipient has specified.

Body

Enter the body content for the email to be sent. You can enrich the summary with dynamic elements using [field codes](#) or [JWT expression parser functions](#).

Conditional execution

You can **optionally** specify a [logical expression](#) or a [Jira expression](#) depending on the chosen [Parsing mode](#) to define the circumstances (or conditions) under which the post function should be executed.

The result of the logical expression must return a boolean value of either:

- `true` the post function will be executed
- `false` the post function will **not** be executed

Using the **conditional operator**, even complex or multi-layered conditions can be constructed.

Make sure to learn more about defining logical expressions and browse through the various **examples** here: [Logical mode](#)

Please note that no emails will be sent if the outgoing mail is disabled in your Jira instance. The same applies to the recipients' personal Jira settings: If they have disabled "Email notifications for issue activities" or the respective options offered there, they will not receive any email.



Use cases and examples

Use case	JWT feature	Workflow function	Parser functions	Use case description	Complexity
Send email after transitioning to specific status		Send email		Often it can be useful to notify specific users about certain changes . For example, if an issue reaches a specific status , it can come in handy to get a notification about this update . In this use case an email will be sent to the reporter, assignee and the project lead , if a specific transition has been executed.	INTERMEDIATE
Inform the project manager about an added attachment		Send email	jiraExpression()	Within the Send email post function you have the possibility to send HTML links in the message as well. This use case shows an approach to send an email to the project lead linking the most recent attachment. It is normally applied after executing a transition, if an attachment was added there. This will then be linked to.	ADVANCED
Alert the assignee of an important issue		Send email		Send an email to the current assignee only if the priority is set to " Highest " or " High ".	BEGINNER

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

