Send email after transitioning to specific status

On this page

Configuration | Related use cases

Use case

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 the following use case, an **email** will be send to the **reporter, assignee and the project lead**, if a specific transition has been executed.

Configuration

1. Add the Send email post function to the desired transition or create a new transition.

2. **From**

   Choose the option **User in field** with the value **"Current user"** (this is the default value).

3. **To**

   Select **Field containing users** and enter the following fields:

   - Assignee
   - Reporter
   - Project lead

4. **Email content**

   1. **Subject**

      Select the parser mode **General** and enter the following expression:

      ```
      %{issue.key} - Transitioned to "Approved"
      ```

   2. **Email format**

      Choose **HTML**

   3. **Body**

3

Select the parser mode **General** and enter the following content:

```
<p>
        Hi there,
</p>

<p>
        the %{issue.issueType} <strong><a href="%{system.baseUrl}/browse/%
{issue.key}" target="_blank">%{issue.key}</a></strong> ("%{issue.summary}")
has been approved at %{system.currentDateTime} by <strong>%{system.currentUser.
displayName}</strong>.
</p>

<p>
        Reporter: %{issue.reporter.displayName} <br>
    Assignee: %{issue.assignee.displayName} <br>
    Project: <a href="%{system.baseUrl}/projects/%{issue.project.key}" target="
_bank">%{issue.project.name}</a> <br>
    Created: %{issue.created}
</p>

<p>
        Cheers
</p>
```

Adapt the content of the email according to your needs!

Related use cases

Use case	JWT feature	Workflow function	Parser functions	Complexity
Alert the assignee of an important issue		Send email		BEGINNER
Inform the project manager about an added attachment		Send email	jiraExpression()	ADVANCED
Send email after transitioning to specific status		Send email		INTERMEDIATE

If you still have questions, feel free to refer to our support team.