

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 sent 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**

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.