

Notify about date of last comment for high priority issues

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Use case

Never miss a last comment from a high priority issue by receiving an email notification displaying the date of the last comment on the issue and its commenter.

The email will be sent once a week for all high priority issues that are not resolved yet.



Scheduled event

1

Create a new rule and name it appropriately.

Providing a description will help you to identify what the rule does but this step is **optional**.

2

Add a **Trigger** **Scheduled**

1

Schedule

Choose **Days per week**

2

Interval

Choose **once per day at 1:00 am** and check **Monday**



JQL selector

3

Add the following expression:

```
priority = High and resolution is empty
```



Send email action

4

Next to the **JQL selector** click on **Add Action Send email**

1

From

Select the user that the email will be sent from.

2

To

Select the recipients.

3

Message

First, enter a subject for your email

Subject

`%{trigger.issue.key} = "is of high priority"`

Then a body



Body

Please check the following:
`%{selector.issue.key} got last commented on {{{dateTimeToString(first (allCommentDates()), "MMMM dd, YYYY", USER_LANG)}}} by %{selector.issue.lastComment.author}`

Cheers,
Admin

Please make sure that the **parsing mode** for the **body** is set to **mixed mode**.

5

Enable the rule by clicking on the **Enable button**  



Import the example

Import the **JSON** file below to get started in no time.

JSON

After importing the JSON file, make sure to **check the configuration** of the rule. Non-existing configuration elements (issue types, fields, values etc.) will be highlighted.

```
{  
  "name": "Notify about date of last comment for high priority issues",
```

```





"description": "",
"creator": "admin",
"status": true,
"triggerData": "",
"triggerType": "SCHEDULED",
"configuration": {
  "refs": [
    "issue",
    "system",
    "trigger.issue",
    "trigger.parent"
  ],
  "runAs": "admin",
  "scheduledTriggerCron.dailyWeeklyMonthly": "daysOfWeek",
  "scheduledTriggerCron.daysOfMonthOpt": "dayOfMonth",
  "scheduledTriggerCron.monthDay": "1",
  "scheduledTriggerCron.week": "1",
  "scheduledTriggerCron.day": "1",
  "scheduledTriggerCron.interval": "0",
  "scheduledTriggerCron.runOnceHours": "1",
  "scheduledTriggerCron.runOnceMins": "0",
  "scheduledTriggerCron.runOnceMeridian": "am",
  "scheduledTriggerCron.runFromHours": "1",
  "scheduledTriggerCron.runFromMeridian": "am",
  "scheduledTriggerCron.runToHours": "1",
  "scheduledTriggerCron.runToMeridian": "am",
  "scheduledTriggerCron.weekday": "2",
  "triggerType": ""
},
"children": [
  {
    "sequence": 0,
    "type": "JQL_SELECTOR",
    "ruleEntityType": "SELECTOR",
    "configuration": {
      "refs": [
        "system"
      ],
      "jql": "priority = High and resolution is empty",
      "jqlParsingMode": "jql",
      "actingUser": "field_00020"
    },
    "children": [
      {
        "sequence": 0,
        "type": "SEND_MAIL",
        "ruleEntityType": "ACTION",
        "configuration": {
          "refs": [
            "issue",
            "issues",
            "selector.issue",
            "selector.parent",
            "system"
          ],
          "fromOption": "default",
          "toUsersInField": [
            "00003"
          ],
          "subject": "%{selector.issue.key} = \"is of high priority\"",
          "subjectParsingMode": "textBasic",
          "contentType": "text/html",
          "mailPriority": "3",
          "sendingMode": "common",
          "body": "Please check the following: \r\n%{selector.issue.key} got last commented
on {{{dateTimeToString(first(allCommentDates()), \"MMMM dd, YYYY\", USER_LANG)}}} by %{selector.issue.
lastComment.author}\r\n\r\nCheers, \r\nAdmin",
          "bodyParsingMode": "mixed"
        },
        "children": null,
        "hasChildren": false
      }
    ]
  }
]

```

```
        },
        ],
        "hasChildren": true
    },
    ],
    "hasChildren": true
}
```



Related use cases

Title	Automated action	JWT feature	Label
Notify for high priority issue	Send email action		
Notify about date of last comment for high priority issues	Send email action		
Send email when a field is updated	Send email action		
Notify the assignee one week before the due date	Send email action		

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