

Add comment after seven days in the same status

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Use case

Add a comment to the issues in a certain status whose status has not been updated in 7 days.



Configuration

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**.



Scheduled trigger

2

Add a **Trigger** **Scheduled** and choose who you want to execute this rule in **Run as***

1

Schedule

Choose **Daily**

2

Interval

Set to **Once per day at 1 00 am**



JQL selector

3

Add **Selector** **JQL selector**

4

JQL Query

Use the following expression:

```
project = CASE and status = "Waiting for Customer"
```

This JQL query will retrieve the issues of the *CASE* project and in *Waiting for Customer* status.

Do not forget to change the **key of the project** and the **status** in your own automation rule.



Boolean condition

5

Add **Condition** **Boolean condition**

6

Expression

Use the following expression

```
datePart(lastFieldChangeTime(%{selector.issue.status}), LOCAL) = addDays(datePart({system.currentDateTime}, LOCAL), -7 , LOCAL)
```



Add comment action

7



Next to **JQL Selector** click on **Add Action** **Add Comment**

1

Comment's text

```
Hello %{selector.issue.reporter},  
  
We have not received an answer in 7 days. The issue will close itself automatically tomorrow.  
  
Best regards,  
%{system.currentUser.displayName}
```

8

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": "Add comment after 7 days in status",
  "description": "",
  "creator": "admin",
  "status": false,
  "triggerData": "",
  "triggerType": "SCHEDULED",
  "configuration": {
    "refs": [
      "issue",
      "system",
      "trigger.issue",
      "trigger.parent"
    ],
    "runAs": "admin",
    "scheduledTriggerCron.dailyWeeklyMonthly": "daily",
    "scheduledTriggerCron.daysOfMonthOpt": "dayOfMonth",
    "scheduledTriggerCron.monthDay": "1",
    "scheduledTriggerCron.week": "1",
    "scheduledTriggerCron.day": "1",
    "scheduledTriggerCron.interval": "0",
    "scheduledTriggerCron.runOnceHours": "1",
    "scheduledTriggerCron.runOnceMins": "0",
    "scheduledTriggerCron.runOnceMeridian": "pm",
    "scheduledTriggerCron.runFromHours": "1",
    "scheduledTriggerCron.runFromMeridian": "am",
    "scheduledTriggerCron.runToHours": "1",
    "scheduledTriggerCron.runToMeridian": "am",
    "triggerType": ""
  },
  "children": [
    {
      "sequence": 0,
      "type": "JQL_SELECTOR",
      "ruleEntityType": "SELECTOR",
      "configuration": {
        "refs": [
          "system"
        ],
        "jql": "project = CASE and status = \"Waiting for Customer\"",
        "jqlParsingMode": "jql",
        "actingUser": "field_00020"
      },
      "children": [
        {
          "sequence": 0,
          "type": "BOOLEAN_CONDITION",
          "ruleEntityType": "CONDITION",
          "configuration": {
            "refs": [
              "issue",
              "issues",
              "selector.issue",
              "selector.parent",
              "system"
            ],
            "expression": "datePart(lastFieldChangeTime(%{selector.issue.status}), LOCAL) = addDays(datePart({system.currentDateTime}, LOCAL), -7 , LOCAL)",
            "expressionParsingMode": "logical",
            "actingUser": "field_00020"
          },
          "children": [
            {
              "sequence": 0,
```

```

"type": "ADD_COMMENT",
"ruleEntityType": "ACTION",
"configuration": {
  "refs": [
    "issue",
    "issues",
    "selector.issue",
    "selector.parent",
    "system"
  ],
  "comment": "Hello %{selector.issue.reporter},\r\n\r\nWe have not received an answer in 7 days. The issue will close itself automatically tomorrow.\r\n\r\nBest regards,\r\n\r\n%{system.currentUser.displayName}",
  "commentParsingMode": "textBasic",
  "actingUser": "field_00020",
  "commentVisibility": "everybody",
  "sendMail": "true"
},
"children": null,
"hasChildren": false
}
],
"hasChildren": true
}
],
"hasChildren": true
}
],
"hasChildren": true
}

```



Related use cases

Use case	JWT feature	Workflow function	Parser functions	Label
Add comment after seven days in the same status				
Copy the parent issue comments to its sub-tasks				
Notify assignees when components are merged				
Notify the project lead on priority changes				
Re-assign issues and leave a comment				
Remind users to close inactive issues				STAFF PICK
Update assignee and reporter to facilitate user deletion				STAFF PICK

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