

Send email when a field is updated

On this page

[Configuration](#) | [Issue event](#) | [Boolean condition](#) | [Send email action](#) | [Import the example](#) | [Related use cases](#)

Use case

Send automatically an **email** to the selected users **when a field is updated** with the updated information of the field in the body of the email.



Configuration

1

Create a new rule and name it appropriately.

Providing a description will help you to identify what the rule does.



Issue event

2

Add a trigger **Issue event** **Issue Updated**

No further configuration is needed. The automation rule is triggered every time that an issue is updated.



Boolean condition

3

Add a **Condition** **Boolean Condition**

4

Expression

Use the following **Parser Expression**:

```
lastFieldChangeTime(%{trigger.issue.description})+ 3*{SECOND}>=({system.currentDateTime})
```

Replace the field code for the issue description with the field code for the field of your choice.



Send email action

5

Next to the **Boolean condition** 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 the email.

The description of `%{trigger.issue.key}` has been updated.

Then, enter the body of the email in **HTML format** and set the parsing mode to **Mixed**.

```
<p>Updated description: </p>
{{{wikiToHTML(%{issue.description})}}}
```

6

Create as many **Boolean conditions** and **Send email actions** as necessary following the same pattern for other required fields.



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": "Send email when a field is updated",
  "description": "Send automatically an email to the selected users when a field is updated with the updated information of the field.",
  "creator": "admin",
  "status": false,
  "triggerData": "2",
  "triggerType": "ISSUE_EVENT",
```

```

"configuration": {
  "refs": [
    "issue",
    "system",
    "trigger.issue",
    "trigger.parent"
  ],
  "triggerType": "2"
},
"children": [
  {
    "sequence": 0,
    "type": "BOOLEAN_CONDITION",
    "ruleEntityType": "CONDITION",
    "configuration": {
      "refs": [
        "issue",
        "project",
        "system",
        "trigger",
        "trigger.issue",
        "trigger.parent"
      ],
      "expression": "lastFieldChangeTime(%{trigger.issue.summary})+ 3*{SECOND}>={system.
currentDateTime})",
      "expressionParsingMode": "logical",
      "actingUser": "field_00020"
    },
    "children": [
      {
        "sequence": 0,
        "type": "SEND_MAIL",
        "ruleEntityType": "ACTION",
        "configuration": {
          "refs": [
            "issue",
            "project",
            "system",
            "trigger",
            "trigger.issue",
            "trigger.parent"
          ],
          "fromOption": "default",
          "toUsersInField": [
            "00003"
          ],
          "subject": "The summary of %{trigger.issue.key} has been updated.",
          "subjectParsingMode": "textBasic",
          "contentType": "text/html",
          "mailPriority": "3",
          "sendingMode": "common",
          "body": "Updated description: %{trigger.issue.summary}",
          "bodyParsingMode": "mixed"
        },
        "children": null,
        "hasChildren": false
      }
    ],
    "hasChildren": true
  },
  {
    "sequence": 1,
    "type": "BOOLEAN_CONDITION",
    "ruleEntityType": "CONDITION",
    "configuration": {
      "refs": [
        "issue",
        "project",
        "system",
        "trigger",
        "trigger.issue",

```





```

        "trigger.parent"
    ],
    "expression": "lastFieldChangeTime(%{trigger.issue.description})+ 3*{SECOND}>=( {system.
currentDateTime})",
    "expressionParsingMode": "logical",
    "actingUser": "field_00020"
  },
  "children": [
    {
      "sequence": 0,
      "type": "SEND_MAIL",
      "ruleEntityType": "ACTION",
      "configuration": {
        "refs": [
          "issue",
          "project",
          "system",
          "trigger",
          "trigger.issue",
          "trigger.parent"
        ],
        "fromOption": "default",
        "toUsersInField": [
          "00003"
        ],
        "subject": "The description of %{trigger.issue.key} has been updated.",
        "subjectParsingMode": "textBasic",
        "contentType": "text/html",
        "mailPriority": "3",
        "sendingMode": "common",
        "body": "Updated summary: \r\n\r\n{{{wikiToHTML(%{trigger.issue.description})}}}"
      },
      "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.