Notify for high priority issue

Use case

Never miss a thing from a high priority issue by receiving email notifications to remind you of your high priority issues that might have slipped out of your mind.

The email will be sent once a week for all high priority issues that aren't 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 take care of this issue first.`
`Cheers,`
`Admin`

5

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

Screencast

No screencast available at the moment.

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 for high priority issues",
    "description": "",
    "creator": "admin",
```

```
            "status": false,
            "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",
                                    "project",
                                    "system",
                                    "trigger",
                                    "trigger.issue",
                                    "trigger.parent"
                                ],
                                "fromOption": "fromUser",
                                "fromUser": "admin",
                                "toUsersInField": [
                                    "00003"
                                ],
                                "toUser": [
                                    "admin"
                                ],
                                "subject": "%{trigger.issue.key} = \"is of high priority\"",
                                "subjectParsingMode": "textBasic",
                                "contentType": "text/html",
                                "mailPriority": "3",
                                "sendingMode": "common",
                                "body": "Please take care of this issue first. \r\nCheers, \r\nAdmin",
                                "bodyParsingMode": "textBasic"
                            },
                            "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.