

# Chapter 1: Key Concepts of Automation

**Automation** ENABLED

Create User Story sub-tasks

- Rule details
- Audit log

---

**+** When: Issue created  
Rule is run when an issue is created.

**⚡** If: Issue Type equals  
Story

**📧** Then: Create 3 sub-tasks

Add component

Scope	Description	Permission
<b>Global</b>	Rule is applicable to issues in all projects	Global admin
<b>Multiple project</b>	Rule is applicable to issues in selected projects	Global admin
<b>Project-type specific</b>	Rule is applicable to issues in the selected project types. (Jira Cloud only)	Global admin
<b>Project specific</b>	Rule is applicable to issues in only one project	Project admin Global admin

# Automation

ENABLED

[Return to list](#)



## Set highest priority for VIPs

1

Rule details

Audit log

When: Issue created

Rule is run when an issue is created.

If: Issue matches JQL  
reporter in membersOf("VIP")

Add component

2

Then: Edit issue fields  
Priority

Add component

## Rule details

3

Name \*

Set highest priority for VIPs

Description

Ensure issues created by members of the VIP group are assigned the highest priority.

Scope

Service Desk (SD)

Scope can only be modified in the [global administration](#).

Allow rule trigger

Check to allow other rule actions to trigger this rule. Only enable this if you need this rule to execute in response to another rule.

Notify on error

E-mail rule owner once when rule starts failing after success

Owner \*

Gareth Cantrell

The owner will receive emails when the rule fails.

Created

4 hours ago

Updated

4 hours ago

Actor

Automation app user

The rule actor is the user who will perform actions defined in this rule. For example if your rule includes the 'Add comment to issue' action, then the comment will be added by the rule actor above.

Please ensure the app user has the correct [permissions](#) to perform all actions in this rule.

[Cancel](#)

[Save](#)


## Automation

NEW

[Return to list](#)

 Rule details

 Audit log

 **When: New trigger**  
Select an event or schedule.

Add component

### New trigger

Triggers start the execution of a rule. Triggers can listen for events or be scheduled to run.

All triggers 

#### Recommended



##### Field value changed

Rule is run when an issue's field value changes. **POPULAR**



##### Issue commented

Rule is run when a comment is added to an issue. **POPULAR**



##### Issue created

Rule is run when an issue is created. **POPULAR**



##### Issue transitioned

Rule is run when an issue is transitioned through its workflow. **POPULAR**

#### Issue triggers



##### Field value changed

Rule is run when an issue's field value changes.



##### Issue assigned

Rule is run when an issue is assigned to a user.



##### Issue commented

Rule is run when a comment is added to an issue.



##### Issue created

Rule is run when an issue is created.



##### Issue deleted

Rule is run when an issue is deleted.



##### Issue link deleted

Rule executes when an issue is unlinked from another issue.

## Automation


NEW

[Return to list](#)

 Rule details

 Audit log

 **When: Issue created**  
Rule is run when an issue is created.

 **New condition**  
Select a condition to narrow the scope of your rule.

Add component

### New condition

Actions will only execute if all conditions preceding them pass.

#### Recommended



##### Issue fields condition

Check whether an issue's field meets a certain criteria  
**POPULAR**

#### All components



##### Advanced compare condition

Compares two values:  
{{issue.status.name}} equals Done



##### If / else block

Perform different actions using if, else-if and else to control the flow.



##### Issue attachments

Checks if issue attachments exist or don't exist



##### Issue fields condition

Check whether an issue's field meets a certain criteria



##### JQL condition

Checks if issue matches JQL:  
priority > Medium



##### Related issues condition

Check if related issues exist or match JQL.



##### User condition

User matches criteria:  
Reporter in group 'customers'

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**+ When: Issue created**

Rule is run when an issue is created.

**Q If: Issue matches JQL**

reporter in membersOf("VIP")

[Add component](#)

### Q JQL condition

#### Just doing a simple field check?

Try using the issue condition instead - it does not require you to write any JQL and has better performance.

[Convert to Issue Condition](#) · [Dismiss](#)

Checks if issue matches JQL:

JQL \*

[Insert account id](#) [Resolve users](#)

[Validate query](#)

If [smart-values](#) are used JQL can not be validated.

[Cancel](#)

[Save](#)

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**+ When: Issue created**

Rule is run when an issue is created.

**Q If: Issue matches JQL**

reporter in membersOf("VIP")

**⚡ Then: New action**

Select an action to perform.

[Add component](#)

### ⚡ New action

Actions perform changes to a system.

All actions

#### Recommended



##### Create issue

Creates a new issue in a given project. **POPULAR**



##### Edit issue

Update certain issue fields. **POPULAR**



##### Transition issue

Transition an issue to a specific status. **POPULAR**



##### Send email

Sends an email to a given address. **POPULAR**

#### Issue actions



##### Assign issue

Select a user to assign the issue to.



##### Clone issue

Clones the issue into a given project.



##### Comment on issue

Add a comment to an issue.



##### Create issue

Creates a new issue in a given project.



##### Create sub-tasks

Add a number of sub-tasks to a given issue.



##### Delete comment

Remove a comment from an issue

## Automation

DRAFT

[Return to list](#)



### Set highest priority for VIPs

[Rule details](#)

[Audit log](#)

**+** When: Issue created

Rule is run when an issue is created.

**Q** If: Issue matches JQL

reporter in membersOf("VIP")

**✎** Then: Edit issue fields  
Priority

[Add component](#)

### **✎** Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

Choose fields to set...

Priority

SELECTED FIELDS

Priority

AVAILABLE FIELDS

No matching fields

CAN'T FIND FIELD?

Not all fields are currently supported, please use the advanced section if your field does not appear in the list.

[Cancel](#)

[Save](#)

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**+** When: Issue created

Rule is run when an issue is created.

**Q** If: Issue matches JQL

reporter in membersOf("VIP")

**✎** Then: Edit issue fields  
Priority

[Add component](#)

### **✎** Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

Choose fields to set...

Priority

Highest

[More options](#)

[Cancel](#)

[Save](#)

## Automation

NEW

[Return to list](#)

### Set highest priority for VIPs

[Rule details](#)

[Audit log](#)

**+ When: Issue created**

Rule is run when an issue is created.

**Q If: Issue matches JQL**

reporter in membersOf("VIP")

**✎ Then: Edit issue fields**

Priority

[Add component](#)

### Add component



#### New condition

Actions will only execute if all conditions preceding them pass.



#### New action

Actions perform changes to a system.



#### Branch rule / related issues

Branch rule and run conditions & actions for these issues.

OR

Set highest priority for VIPs

[Turn it on](#)

## Automation

DRAFT

[Return to list](#)



### Set highest priority for VIPs

[Rule details](#)

[Audit log](#)

**+ When: Issue created**

Rule is run when an issue is created.

**Q If: Issue matches JQL**

reporter in membersOf("VIP")

**✎ Then: Edit issue fields**

Priority

[Add component](#)

### Rule details

Name \*

Set highest priority for VIPs

Description

Ensure issues created by members of the VIP group are assigned the highest priority.

Scope

Service Desk (SD)

Scope can only be modified in the [global administration](#).

Allow rule trigger

Check to allow other rule actions to trigger this rule. Only enable this if you need this rule to execute in response to another rule.

Notify on error

E-mail rule owner once when rule starts failing after success

Owner \*

Gareth Cantrell

The owner will receive emails when the rule fails.

Created

10 minutes ago

Actor

Automation app user

# Automation

DRAFT

[Return to list](#)



## Set highest priority for VIPs

Rule details

Audit log

**When: Issue created**  
Rule is run when an issue is created.

**If: Issue matches JQL**  
reporter in membersOf("VIP")

**Then: Edit issue fields**  
Priority

Add component

## Add component

**New condition**  
Actions will only execute if all conditions preceding them pass.

**New action**  
Actions perform changes to a system.

**Branch rule / related issues**  
Branch rule and run conditions & actions for these issues.

## Publish rule

OR

[Publish changes](#)

# Chapter 2: Automating Jira Issues

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**+** When: Issue created  
Rule is run when an issue is created.

**⚙️** If: Issue Type equals  
Story

**📄** Then: Create 3 sub-tasks

Add component

### **📄** Create sub-tasks

	Type	Summary		
1.	<input type="text" value="Sub-task"/>	<input type="text" value="Develop feature"/>	<a href="#">Add fields</a>	<a href="#">Remove</a>
2.	<input type="text" value="Sub-task"/>	<input type="text" value="Perform QA tasks"/>	<a href="#">Add fields</a>	<a href="#">Remove</a>
3.	<input type="text" value="Sub-task"/>	<input type="text" value="Document feature"/>	<a href="#">Add fields</a>	<a href="#">Remove</a>
<a href="#">+ Add another sub-task</a>				

[Cancel](#) [Save](#)

> [How can I add more fields when creating a sub-task?](#)

> [Can I include issue data in my sub-tasks?](#)

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**+** When: Issue created  
Rule is run when an issue is created.

**⚙️** If: Issue Type equals  
Story

**📄** Then: Create 3 sub-tasks

Add component

### **📄** Create sub-tasks

	Type	Summary		
1.	<input type="text" value="Sub-task"/>	<input type="text" value="Develop feature"/>	<a href="#">Add fields</a>	<a href="#">Remove</a>
2.	<input type="text" value="Sub-task"/>	<input type="text" value="Perform QA tasks"/>	<a href="#">Add fields</a>	<a href="#">Remove</a>
3.	<input type="text" value="Sub-task"/>	<input type="text" value="Document feature"/>	<a href="#">Add fields</a>	<a href="#">Remove</a>
<a href="#">+ Add another sub-task</a>				

[Cancel](#) [Save](#)

> [How can I add more fields when creating a sub-task?](#)

> [Can I include issue data in my sub-tasks?](#)

## Automation

NEW

[Return to list](#)

🕒 Rule details

📄 Audit log

🕒 When: SLA threshold breached  
Time to resolution will breach in the next 30 minutes

🔍 If: Issue matches JQL  
type = Incident AND priority in (Highest, High) AND updated >= "-15m"

⊕ Add component

### 🔍 JQL condition

#### 📘 Just doing a simple field check?

Try using the issue condition instead - it does not require you to write any JQL and has better performance.

[Convert to Issue Condition](#) · [Dismiss](#)

Checks if issue matches JQL. [Learn more.](#)

JQL \*

type = Incident AND priority in (Highest, High) AND updated >= "-15m"

🔗 [Insert account id](#)   [Resolve users](#)

🔍 [Validate query](#)

If [smart-values](#) are used JQL can not be validated.

Cancel

Save

## Automation

NEW

[Return to list](#)

🕒 Rule details

📄 Audit log

🕒 When: SLA threshold breached  
Time to resolution will breach in the next 30 minutes

🔍 If: Issue matches JQL  
type = Incident AND priority in (Highest, High) AND updated >= "-15m"

✉️ Then: Send email  
Assignee  
Issue {{issue.key}} is about to breach without update

⊕ Add component

### ✉️ Send email

To

✕ Assignee ✕

Cc Bcc

Subject \*

Issue {{issue.key}} is about to breach without update

Content \*

The issue {{issue.key}} - {{issue.summary}} is about to breach in 30 minutes and requires an update.

Please add a comment to the above issue, or update it as required.

Many thanks,  
Jira Automation

> [More options](#)

Cancel

Save

> [What values can I use in my email body and subject?](#)

# Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**+** When: Issue created  
Rule is run when an issue is created.

**👤** If: Reporter is in  
• ACME  
• The Widget Co

Add component

[Cancel](#) [Save](#)

## **👤** User condition

Compare a user against specified criteria. [Learn more.](#)

User

Reporter

Check to perform

is in organization

Criteria

[+ Add additional criteria](#)

# Automation

NEW

[Return to list](#)

## Add relationship manager to customer request

[Rule details](#)

[Audit log](#)

**+** When: Issue created  
Rule is run when an issue is created.

**👤** If: Reporter is in  
• ACME  
• The Widget Co

**👁** Then: Add watchers  
• Kate Price

**👤** If: Reporter is in  
• Rain Forest Books

**👁** Then: Add watchers  
• Pete Kramer

## Add component

**📋** **New condition**  
Actions will only execute if all conditions preceding them pass.

**⚡** **New action**  
Actions perform changes to a system.

**👤** **Branch rule / related issues**  
Branch rule and run conditions & actions for these issues.

OR

Add relationship manager to custom

[Turn it on](#)


## Automation


NEW

[Return to list](#)

 Rule details

 Audit log

 When: Issue transitioned  
TO  
Done

 If: Issue Type equals  
Sub-task

 For Parent

 If: Sub-tasks match  
status = Done

Add component

Add component


## Automation

NEW

[Return to list](#)

 Rule details

 Audit log

 When: Issue commented  
Rule is run when a new comment is added to an issue.

 If: Compare two values  
Checks if:  
`{{comment.author.accountId}}`  
`equals {{issue.reporter.accountId}}`

Add component

### Related issues condition

Checks if related issues that exist on the trigger issue matches a specified JQL query.

Please select related issues and what to compare them to:

Related issues

Sub-tasks

Condition

All match specified JQL

Matching JQL \*

status = Done

 Insert account id  Resolve users

✓ 0 issues found

If [smart-values](#) are used JQL can not be validated.

Cancel

Save

### Advanced compare condition

Compares two values using smart values and regular expressions. [Learn more about issue properties for Advanced compare condition.](#)

First value \*

{{comment.author.accountId}}

Condition

equals

Second value

{{issue.reporter.accountId}}

Cancel

Save

› [What values can I compare?](#)

		Impact		
		High	Medium	Low
Urgency	High	Highest	High	Medium
	Medium	High	Medium	Low
	Low	Medium	Low	Lowest

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**When: Value changes for Impact, Urgency**

[Add component](#)

### Field value changed

This rule will trigger when the value of the fields selected below changes. [Learn more.](#)

Fields to monitor for changes \*

Impact x Urgency x

You can also match field names using regular expressions.

For

Create issue x Edit issue x

Optionally select which operations this trigger will execute for. Leave blank for all operations.

> [How do I access the changed value in my rule?](#)

Cancel

Save

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**When:** Value changes for Impact, Urgency

**If:** all match

- Impact equals High
- Urgency equals High

Add component

Add else

Add component

### If block

The if block executes the actions within that block when the all specified conditions matches. Otherwise, the following else blocks will be evaluated.

> Impact equals High ISSUE FIELDS CONDITION

Issue fields condition

Checks whether an issue's field meets a certain criteria. [Learn more.](#)

Field \*

Urgency

Condition \*

equals

Value Field

High

+ Add conditions...

Cancel

Save

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**When:** Value changes for Impact, Urgency

**If:** all match

- Impact equals High
- Urgency equals High

**Then:** Edit issue fields  
**Priority**

Add component

Add else

Add component

### Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for advanced field editing.

Choose fields to set...

Priority

↑ Highest

> More options

Cancel

Save

## Automation

NEW

[Return to list](#)

 Rule details

 Audit log


 When: Value changes for Impact, Urgency

 If: all match

- Impact equals High
- Urgency equals High

 Then: Edit issue fields  
**Priority**

Add component

 Else-if: all match

- Impact equals High
- Urgency equals Medium

 Then: Edit issue fields  
**Priority**

Add component

### Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

 Choose fields to set... ▾

Priority

↑ High × ▾ ...

> More options

Cancel

Save

## Automation

NEW

[Return to list](#)


 Rule details

 Audit log

 When: Issue transitioned  
TO  
In Progress

 If: Epic matches  
status != "In Progress"

 For Epic (parent)

 Then: Transition the issue  
to  
**IN PROGRESS**

Add component

Add component

### Transition issue

Transitions an issue from one status to another, through a workflow. [Learn more](#).

Choose the status to transition the issue to:

Destination status

IN PROGRESS ▾

Ensure a transition from the issue's source status to your selected destination status exists; [more info](#).

+ [add regex](#) to distinguish between multiple transitions to the same status

 Choose fields to set... ▾

> More options

Cancel

Save

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**+** When: Issue created

Rule is run when an issue is created.

**⚙️** If: Issue Type equals

Bug

**👤** Then: Assign the issue to

Member of Developers using  
balanced workload assignment

[Add component](#)



### Assign issue

There are numerous ways to assign issues to users - from specifying the user, to copying from other issues and fields. You can also assign to users in a list based off smart criteria.

[Learn more about the different options for assigning issues.](#)

Assign the issue to

User in a role

Method to choose assignee

Balanced workload

JQL to restrict issues

assignee = Unassigned

[Insert account id](#) [Resolve users](#)

0 issues found

The issue will be assigned to the user with the least amount of open issues assigned to them as defined by the jql. If multiple users have the same count, one will be randomly selected. For project scoped rules, only issues in that project will be counted.

Role

Developers

The first 50 role members will be used.

[Cancel](#)

[Save](#)

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**🕒** When: Sprint started

In My App

**👤** For Issues in the sprint

**✎** Then: Edit issue fields

Due date, Fix versions

[Add component](#)

[Add component](#)



### Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

[Choose fields to set...](#)

Due date

{{sprint.endDate}}

?

...

[Pick a date](#)

Fix versions

x Next unreleased version

x

...

[More options](#)

[Cancel](#)

[Save](#)

# Automation

DRAFT

[Return to list](#)

## Advanced field example

- Rule details
- Audit log

**+** When: Issue created  
Rule is run when an issue is created.

**⚙️** If: Issue Type equals  
Service Request

**🔍** And: Issue matches JQL  
summary ~ printer OR description ~ printer

**✎** Then: Edit issue fields  
**Advanced**

Add component

## Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

 Choose fields to set...

### More options

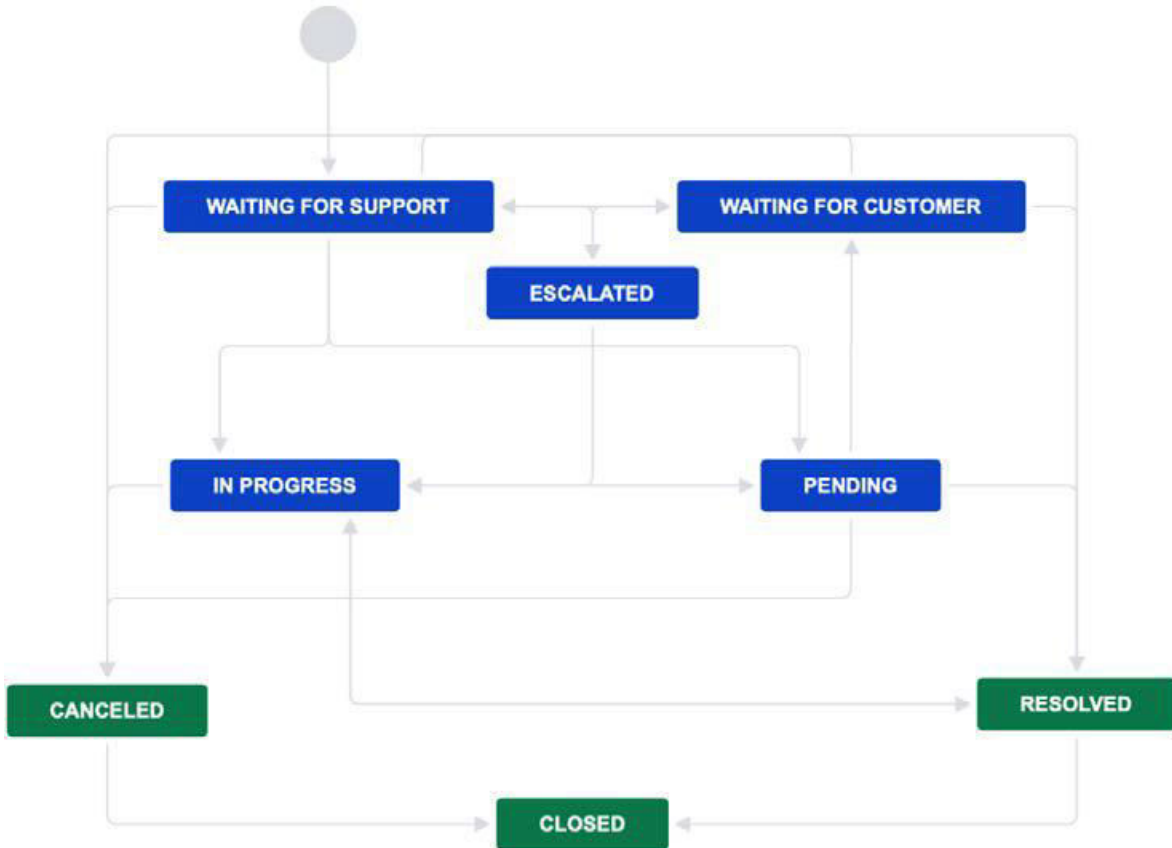
Send notifications?

This rule should send emails. Rule actor must be an admin or project admin.

Additional fields

```
{
  "update": {
    "labels": {
      {
        "add": "label-printer"
      }
    }
  },
  "fields": {
    "description": "{{issue.description}}\n\nUpdated by Automation Rule",
  }
}
```

You may specify additional field values to be set using a JSON object as [documented](#). The fields you specify must be present on the screen.



## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**When: Issue transitioned**

TO

Waiting for support

**If: Components contains any of**  
Cloud Storage Services, Data Center Services, Office Network

**Then: Transition the issue to**

ESCALATED

[Add component](#)

## Transition issue

Transitions an issue from one status to another, through a workflow. [Learn more.](#)

Choose the status to transition the issue to:

Destination status

ESCALATED

Ensure a transition from the issue's source status to your selected destination status exists; [more info.](#)

+ add regex to distinguish between multiple transitions to the same status

[Choose fields to set...](#)

**More options**

Cancel

Save

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**When: Scheduled**

Searches with:  
**status = "Waiting for customer"**  
**AND updated > -5d**  
every 1 Days

[Add component](#)

## Scheduled

Executes this rule on the provided schedule. You can choose if you'd like to perform actions on a set of issues gathered with a JQL search or simply execute the rule.

[Fixed rate scheduled](#) [Advanced \(CRON expression\)](#)

Run this rule every \*

1

Days

Run a JQL search and execute actions for each issue in the query.

JQL \*

status = "Waiting for customer" AND updated > -5d

[Insert account id](#)

[Resolve users](#)

[Validate query](#)

Only include issues that have changed since the last time this rule executed

Cancel

Save

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

When: Scheduled  
every 0 0 9 ? \* MON \*

[Add component](#)

### Scheduled

Executes this rule on the provided schedule. You can choose if you'd like to perform actions on a set of issues gathered with a JQL search or simply execute the rule.

Fixed rate scheduled [Advanced \(CRON expression\)](#)

**?** A CRON expression gives you more control over the frequency of your rule. CRON expressions are scheduled in UTC, currently: 05/08/20 10:56:02 am.  
[Learn more about CRON expressions.](#)

Cron expression \*

0 0 9 ? \* MON \*

Run a JQL search and execute actions for each issue in the query.

[Cancel](#)

[Save](#)

## Automation

NEW

[Return to list](#)

### Start-of-week checks

[Rule details](#)

[Audit log](#)

When: Scheduled  
every 0 0 9 ? \* MON \*

+ Then: Create a new  
 Task  
in  
 Same project

[For All created issues](#)

[Then: Create 2 sub-tasks](#)

[Add component](#)

[Add component](#)

### Add component



**New condition**  
Actions will only execute if all conditions preceding them pass.



**New action**  
Actions perform changes to a system.

OR

Start-of-week checks

[Turn it on](#)

## Chapter 3: Enhancing Rules with Smart Values

Trigger	Smart Value(s)
Field value changed	{{fieldChange}}
Issue assigned	{{assignee}}
Issue commented	{{comment}}
Issue created/deleted/moved/transitioned/updated SLA threshold breached Manual trigger Multiple issue events Scheduled	{{issue}}
Issue linked Issue link deleted	{{destinationIssue}} {{linkType}}
Work logged	{{worklog}}
Sprint created/started/completed	{{sprint}}
Version created/updated/released	{{version}}
Service limit breached	{{breachedSummary}} {{breachedRules}}
Incoming webhook	{{webhookData}}
*Branch created	{{branch}}
*Build failed/status changed/successful	{{build}}
*Commit created	{{commit}}
*Deployment failed/status changed/successful	{{deployment}}
*Pull request created/declined/merged	{{pullRequest}}

\* These triggers and smart values are only applicable to Jira Cloud

## Automation

NEW

🕒 Rule details

📄 Audit log

🕒 **When: Issue assigned**  
Rule is run when an issue is assigned to a user.

📄 **If: Compare two values**  
Checks if:  
`{{#changelog.assignee}}  
{{(fromString)}}{{(/)}} equals Empty`

🕒 **Then: Add comment to issue**  
Hi `{{(issue.reporter.displayName)}}`  
We're now looking into your issue `{{(issue.summary)}}`. We'll get back to

⊕ Add component

## Automation

NEW

🕒 Rule details

📄 Audit log

🕒 **When: Manually triggered**  
All logged in users can run rule.

🕒 **Then: Add comment to issue**  
Hi `{{(issue.reporter.displayName.split(" ").first)}}` We require a little more info in order to diagnose your issue further.

⊕ Add component

[Return to list](#)

### 🕒 Comment on issue

Please enter the comment to add:

Comment\*

```
Hi {{(issue.reporter.displayName)}}  
  
We're now looking into your issue {{(issue.summary)}}.  
  
We'll get back to you soon with an update.  
  
{{(issue.assignee.displayName)}}
```

Prevent duplicates by only adding this comment once to a particular issue.

> More options

Cancel

Save

> How do I access issue data in my comment?

[Return to list](#)

### 🕒 Comment on issue

Please enter the comment to add:

Comment\*

```
Hi {{(issue.reporter.displayName.split(" ").first)}}  
  
We require a little more info in order to diagnose your issue further.  
  
Please take a screenshot and attach it to this issue by no later than {{(now.plusBusinessDays(2).fullDate)}}.  
  
Thank you :)  
{{(issue.assignee.displayName)}}
```

Prevent duplicates by only adding this comment once to a particular issue.

> More options

Cancel

Save

Format	Output
<i>Default</i>	Tuesday, December 31, 2019 10:25:30 PM CET
<b>*jiraDate / asJiraDate</b>	2019-12-31
<b>*jiraDateTime / asJiraDateTime</b>	2019-12-31T22:25:30.0+0100
<b>jqlDate / asJqlDate</b>	2019-12-31
<b>jqlDateTime / asJqlDateTime</b>	2019-12-31 22:25:30
<b>shortDate / asShortDate</b>	12/31/19
<b>shortTime / asShortTime</b>	10:25 PM
<b>shortDateTime / asShortDateTime</b>	12/31/19 10:25 PM
<b>mediumDate / asMediumDate</b>	Dec 31, 2019
<b>mediumTime / asMediumTime</b>	10:25:30 PM
<b>mediumDateTime / asMediumDateTime</b>	Dec 31, 2019 10:25:30 PM
<b>longDate / asLongDate</b>	December 31, 2019
<b>longTime / asLongTime</b>	10:25:30 PM CET
<b>longDateTime / asLongDateTime</b>	December 31, 2019 10:25:30 PM CET
<b>fullDate / asFullDate</b>	Tuesday, December 31, 2019
<b>fullTime / asFullTime</b>	10:25:30 PM CET
<b>fullDateTime / asFullDatetime</b>	Tuesday, December 31, 2019 10:25:30 PM CET
<b>format("pattern") e.g. format("dd/MM/yyyy") / as("pattern") e.g. format("dd/MM/yyyy")</b>	31/12/2019

\* Use these formats when you need to set a **Date Picker** or **Date Time Picker** field in Jira

## Automation

NEW

[Return to list](#)

Rule details

Audit log

**When: Issue created**  
Rule is run when an issue is created.

**If: Request Type equals**  
Onboard new employees

**Then: Create 2 sub-tasks**

Add component

## Create sub-tasks

	Type	Summary		
1.	Sub-task	Provision laptop by {{issue.duedate.longDate}}	<a href="#">Add fields</a>	<a href="#">Remove</a>
2.	Sub-task	ik phone by {{issue.duedate.longDate}}	<a href="#">Add fields</a>	<a href="#">Remove</a>

Add another sub-task

[Cancel](#) [Save](#)

[How can I add more fields when creating a sub-task?](#)

[Can I include issue data in my sub-tasks?](#)

## Automation

NEW

[Return to list](#)

Rule details

Audit log

**When: Issue transitioned**  
TO  
In Progress

**If: Issue Type equals**  
Sub-task

**For Parent**

**If: Sub-tasks match**  
status = "In Progress"

**Then: Edit issue fields**  
**Due date**

Add component

## Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

Choose fields to set... ▾

Due date

{{now.plusBusinessDays(5)}} ? ...

[Pick a date](#)

[More options](#)

[Cancel](#) [Save](#)

## Automation

NEW

[Return to list](#)

 Rule details

 Audit log

**+** When: Issue created  
Rule is run when an issue is created.

**-** If: matches  
{{issue.created}} is greater than  
{{now.startOfMonth.plusDays(15)}}

**Then: Edit issue fields**  
**Due date**

### Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

 Choose fields to set... 

Due date

[Pick a date](#)

**> More options**

Cancel

Save


## Automation

NEW

[Return to list](#)

 Rule details

 Audit log

**+** When: Issue created   
Rule is run when an issue is created.

**-** If: matches  
{{issue.created}} is greater than  
{{now.startOfMonth.plusDays(15)}}

**Then: Edit issue fields**  
**Due date**

Add component

**-** Else

**Then: Edit issue fields**  
**Due date**

### Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

 Choose fields to set... 

Due date

[Pick a date](#)

**> More options**

Cancel

Save

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**When: Issue transitioned**  
FROM  
Resolved  
TO  
In Progress

**If: Compare two values** ✕  
Checks if:  
`{{issue.comments.last.body.trim.toLowercase}}` contains thank you

[Add component](#)

### **{ }** Advanced compare condition ⌵

Compares two values using smart values and regular expressions. [Learn more about issue properties for Advanced compare condition.](#)

First value\*

`{{issue.comments.last.body.trim.toLowercase}}`

Condition

contains ⌵

Second value

thank you

[Cancel](#)

[Save](#)

[What values can I compare?](#)

## Automation

NEW

[Return to list](#)

[Rule details](#)

[Audit log](#)

**When: Value changes for Story Points**

**If: Issue Type equals Sub-task**

**For Current issue**

**Then: Edit issue fields Story Points**

[Add component](#)

### **✎** Edit issue ⌵

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

[Choose fields to set...](#) ⌵

Story Points

`{{issue.subtasks.Story Points.sum}}` ⋮

[More options](#)

[Cancel](#)

[Save](#)

Operator	Description
+	Additive operator
-	Subtraction operator
*	Multiplication operator
/	Division operator
%	Remainder operator (modulo)
^	Power operator

Operator	Description
= OR ==	Equals
!= OR <>	Not equals
<	Less than
<=	Less than or equal to
>	Greater than
>=	Greater than or equal to
&&	Boolean AND
	Boolean OR

Function	Description
<b>NOT(expression)</b>	Boolean negation, 1 (means true) if the expression is not zero
<b>IF(condition,value_if_true,value_if_false)</b>	Returns one value if the condition evaluates to true or the other if it evaluates to false
<b>RANDOM()</b>	Produces a random number between 0 and 1
<b>MIN(e1,e2, ...)</b>	Returns the smallest of the given expressions
<b>MAX(e1,e2, ...)</b>	Returns the biggest of the given expressions
<b>ABS(expression)</b>	Returns the absolute (non-negative) value of the expression
<b>ROUND(expression,precision)</b>	Rounds a value to a certain number of digits, uses the current rounding mode; helpful with formatting numbers
<b>FLOOR(expression)</b>	Rounds the value down to the nearest integer
<b>CEILING(expression)</b>	Rounds the value up to the nearest integer
<b>LOG(expression)</b>	Returns the natural logarithm (base e) of an expression
<b>LOG10(expression)</b>	Returns the common logarithm (base 10) of an expression
<b>SQRT(expression)</b>	Returns the square root of an expression
<b>SIN(expression)</b>	Returns the trigonometric sine of an angle (in degrees)
<b>COS(expression)</b>	Returns the trigonometric cosine of an angle (in degrees)
<b>TAN(expression)</b>	Returns the trigonometric tangents of an angle (in degrees)
<b>ASIN(expression)</b>	Returns the angle of asin (in degrees)
<b>ACOS(expression)</b>	Returns the angle of acos (in degrees)
<b>ATAN(expression)</b>	Returns the angle of atan (in degrees)
<b>SINH(expression)</b>	Returns the hyperbolic sine of a value
<b>COSH(expression)</b>	Returns the hyperbolic cosine of a value
<b>TANH(expression)</b>	Returns the hyperbolic tangents of a value
<b>RAD(expression)</b>	Converts an angle measured in degrees to an approximately equivalent angle measured in radians
<b>DEG(expression)</b>	Converts an angle measured in radians to an approximately equivalent angle measured in degrees

Constant	Description
e	The value of e
PI	The value of PI
TRUE	The value 1
FALSE	The value 0
NULL	The null value

## Automation

NEW

[Return to list](#)

 Rule details

 Audit log

 When: Value changes for Time tracking

 If: Epic exists

 For Epic (parent)

 Then: Edit issue fields  
Original Estimate

### Edit issue

Set values for fields on the issue. Simply add the fields you want to edit.

To display additional fields, select 'More options' for [advanced field editing](#).

 Choose fields to set... ▾



Original Estimate (System)

> More options

Cancel

Save

## Chapter 4: Sending Automated Notifications

 **Send email** 

To

Type to add email addresses, user/group fields or smart values. 1

[Cc](#) [Bcc](#)

Subject\*

Issue {{issue.key}} was just updated! 2

Content\*

You can include smart values (like {{issue.summary}}) and HTML tags in email bodies. 3

**More options**

From

noreply@domain.com 4

Emails will be sent through your Jira instance's provider, but appear to be from this address. If left empty emails will be sent from 'noreply@domain.com'

From name

5

Emails will appear to be from this name. This may be ignored depending on your server configuration.

Reply to

6

Replies will be sent to this address. You can provide multiple (comma separated) addresses.

Send as\*

HTML 7

Convert line breaks to HTML line breaks 8

🔍 Rule details

📅 When: Version released

🔍 Then: Lookup issues  
Search for issues using JQL  
**fixVersion = {{version.name}}**

✉️ And: Send email  
Customers  
{{version.project.key}} version  
{{version.name}} is released!

⊕ Add component

## ✉️ Send email 🗑️

To

✕ Customers ✕

Cc Bcc

Subject\*

{{version.project.key}} version {{version.name}} is released!

Content\*

```
{{#lookupIssues}}  
<li>  
  <a href="{{url}}">{{issuetype.name}}: {{key}} - {{summary}}</a>  
</li>  
{{/}}  
</ul>  
We hope you enjoy it!<br/><br/>  
Regards,<br/>  
The {{version.project.key}} development team
```

### ~ More options

From

noreply@automationforjira.com

From name

e.g. John Smith

Emails will appear to be from this name.

Reply to

e.g. john@example.com

Replies will be sent to this address. You can provide multiple (comma separated) addresses.

Send as\*

HTML

Convert line breaks to HTML line breaks

Rule details

When: Version released

For Issues fixed in version

**Then: Send email**

Customers  
{{version.project.key}} version  
{{version.name}} is released!

+ Add component

**Send email**

To

Customers

Cc Bcc

Subject\*

{{version.project.key}} version {{version.name}} is released!

Content\*

We have just released Version <strong>{{version.name}}</strong> for  
{{version.project.key}}. <br/> This version includes the following fixes and  
features:  
<ul>  
<li>  
<a href="{{url}}">{{issuetype.name}}: {{key}} - {{summary}}</a>  
</li>  
</ul>  
</ul>

More options

From

noreply@domain.com

Emails will be sent through your Jira instance's provider, but appear to be from this address. If left empty emails will be sent from 'noreply@domain.com'

From name

Emails will appear to be from this name. This may be ignored depending on your server configuration.

Reply to

Replies will be sent to this address. You can provide multiple (comma separated) addresses.

Send as\*

HTML

Convert line breaks to HTML line breaks

Browse apps > Custom Integrations > Incoming WebHooks > New configuration



## Incoming WebHooks

Send data into Slack in real-time.

Incoming Webhooks are a simple way to post messages from external sources into Slack. They make use of normal HTTP requests with a JSON payload, which includes the message and a few other optional details described later.

[Message Attachments](#) can also be used in Incoming Webhooks to display richly-formatted messages that stand out from regular chat messages.



### New to Slack integrations?

Check out our [Getting Started](#) guide to familiarize yourself with the most common types of integrations, and tips to keep in mind while building your own. You can also [register as a developer](#) to let us know what you're working on, and to receive future updates to our APIs.

### Post to Channel

Start by choosing a channel where your Incoming Webhook will post messages to.

# general

[or create a new channel](#)

**Add Incoming WebHooks integration**

By creating an incoming webhook, you agree to the [Slack API Terms of Service](#).

## Automation

NEW

[Publish rule](#)

[Return to list](#)

Rule details

When: Scheduled every 1 Days

Then: Lookup issues  
Search for issues using JQL  
Sprint in openSprints() AND status != Done

And: Send Slack message  
Hey Team, we still have the following issues left to complete this sprint:  
{{#lookupIssues}} <{{url}}>{{key}}>

Add component

### Send Slack message

Webhook URL\*

`https://hooks.slack.com/services/T.../B...`

Please [configure an incoming webhook](#) in your Slack account.

Message\*

Hey Team, we still have the following issues left to complete this sprint:

```
{{#lookupIssues}}
<{{url}}>{{key}} - {{summary}}>
{{/}}
```

To add a link, enclose the URL in <> angle brackets. For example: <https://slack.com> or <https://slack.com|Slack>

Sender

Send message as Automation for Jira

Channel or user

#sprint-updates

Messages are sent to the default channel specified in your webhook, but you can override this by specifying another channel with '#other-channel', or a specific user with '@userID'. Slack no longer supports @usernames, you can find out more about this in our [docs](#), including how to find member IDs.

[Cancel](#)

[Save](#)

> [What issue data can I include in my Slack message?](#)


AutoBook Search AutoBook

#sprint-updates ☆ Add a topic 1 + Add ⓘ

# This is the very beginning of the #sprint-updates channel  
You created this channel on September 15th. [Add description](#)

[+ Add people](#)  
[+ Connect an app](#)


Yesterday ▾

 **Automation for Jira** APP 8:14 PM  
Hey Team, we still have the following issues left to complete this sprint:

- [MAPP-13 - Document feature](#)
- [MAPP-12 - Perform QA tasks](#)
- [MAPP-11 - Develop feature](#)
- [MAPP-10 - User Story 3](#)
- [MAPP-9 - Document feature](#)
- [MAPP-8 - Perform QA tasks](#)
- [MAPP-7 - Develop feature](#)
- [MAPP-5 - Document feature](#)
- [MAPP-4 - Perform QA tasks](#)
- [MAPP-3 - Develop feature](#)

We can do this!

Send a message to #sprint-updates

 Aa @ 😊 📎 ➤

Search


Teams

General Posts Files Wiki +

Org

Connectors for "General" channel in "My Team" team

Upload Image



Copy the URL below to save it to the clipboard, then select Save. You'll need this URL when you go to the service that you want to send data to your group.

<https://outlook.office.com/webhook/233C>

Done Remove

Note: If you're a software developer and want to learn more about sending data to Office 365 using Incoming Webhook, see [Get started with Office 365 Connector Cards](#).

Invite people

Join or create a team

New conversation

🕒 Rule details

**+ When: Issue created**  
Rule is run when an issue is created.

**⚙️ If: Priority is one of**  
Highest, High

**📄 Then: Send Microsoft Teams message**  
{{issue.key}} - {{summary}} has just been created with \*{{issue.priority.name}}\* priority. Your urgent attention is required.

⊕ Add component

### Send Microsoft Teams message

To connect to Microsoft Teams, you first need to add an Incoming Webhook connector in your Team channel:

1. Head on over to [Teams](#) and select the channel you wish to connect.
2. From More Options (...), choose Connectors and [setup a custom webhook](#).
3. Give it a name, click create. Copy and paste the webhook URL into below.

See our [documentation](#) for more detailed instructions and an example!

Webhook URL \*

https://outlook.office.com/webhook/c3[REDACTED]

Message Title \*

High Priority Ticket

Message \*

{{issue.key}} - {{summary}} has just been created with \*{{issue.priority.name}}\* priority.  
Your urgent attention is required.

Include issue summary in message

⌵ More options

Message image

https://d283vu6e5qi87p.cloudfront.net/automation/prod/automation-logo.svg

Cancel

Save

Search

**Teams**

Activity  
Chat  
Teams  
Meetings  
Calls  
Files  
...

Your teams

- AutoBook
- General

Hidden teams

Invite people  
Join or create a team

**General** Posts Files Wiki +

Org-wide

Add more people   Create more channels   Open the FAQs

**Jira notifications** 15/09 21:23

**High Priority Ticket**  
DESK-36 - SQL Server is on fire! has just been created with *Highest* priority.  
Your urgent attention is required.

**DESK-36 SQL Server is on fire!**

**Status** Open  
**Issue type** Incident  
**Assignee** Unassigned

View in Jira

Reply

New conversation

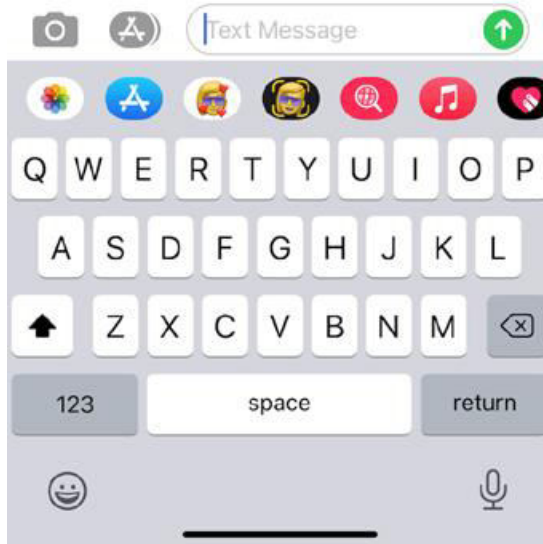






Text Message  
Tue 15 Sep, 21:23

Sent from your Twilio trial account - New incident, DESK-36 - SQL Server is on fire! requires urgent attention.



# Chapter 5: Working with External Systems

## Send web request

This action will send a HTTP request to the url specified below:

Webhook URL\*

1

Request parameters must be url encoded, smart values should use: {{value.urlEncode}}.

Headers (optional)

Name (e.g. Content-Type)	Value (e.g. application/json)	
Name (e.g. Content-Type)	Value (e.g. application/json)	

2

Add

HTTP method

3

Webhook body

4

Wait for response

Delay execution of subsequent rule actions until we've received a response for this webhook

5

Custom data\*

6

Cancel

Save

▼ Validate your webhook configuration

To validate your webhook configuration with a particular issue, please specify the key below. Otherwise, issue smart value substitution will not be performed.

 [Validate](#)

7

▼ **Validate your webhook configuration**

To validate your webhook configuration with a particular issue, please specify the key below. Otherwise, issue smart value substitution will not be performed.

[Validate](#)

▼ **Response** **200** OK

› Headers (6)

› Payload

▼ **Request** **POST** <http://echo.jsonstest.com/message/Response+received/>

› Headers (1)

› Payload



Home

Recent ▾

Spaces ▾

People ▾

Apps ▾



Q Search



My Application



Overview



Space Settings

SPACE SHORTCUTS



Add shortcut

PAGES

• [Release Notes Template](#)

• [Release Notes](#)



Archived pages **BETA**

My Application / Release Notes



Share



## Release Notes Template



Created by Gareth Cantrell

Last updated just a moment ago • 1 min read • Analytics

<b>Version</b>	{{version.name}}
<b>Release Date</b>	{{version.releaseDate.jiraDate}}
<b>Issues in this release</b>	{{lookupIssues.size}}

### Summary

{{version.description}}

### Issues

This release contains the following updates and fixes:

{{#lookupIssues}}

- {{key}} - {{summary}}

{{/}}



Like Be the first to like this

Attachments 0

Analytics

Page History

Restrictions

Page Information

Resolved comments 0

Link to this Page...

View in Hierarchy

View Source

View Storage Format

Export to PDF

Export to Word

Import Word Document

Slack Notifications

Copy

Move

Archive **BETA**

Delete

No labels

Rule details

When: Version released

Then: Lookup issues  
Search for issues using JQL  
**fixVersion = {{version.name}}**

And: Send web request  
POST  
https://autobk.atlassian.net/wiki/rest/api/content

Add component

### Send web request

This action will send a HTTP request to the url specified below:

Webhook URL\*

https://autobk.atlassian.net/wiki/rest/api/content

Request parameters must be url encoded, smart values should use: {{value.uriEncode}}.

Headers (optional)

Content-Type application/json

Authorization Basic Z2FyZXRoLmNhbnRyZW

[Add](#)

HTTP method

POST

Webhook body

Custom data

Wait for response

Delay execution of subsequent rule actions until we've received a response for this webhook

Custom data\*

```
{
  "type": "page",
  "title": "{{version.name.jsonEncode}}",
  "space": {
    "key": "MA"
  },
  "ancestors": [
    {
      "id": "33051"
    }
  ]
}
```

[Cancel](#) [Save](#)

[> Validate your webhook configuration](#)

My Application

Overview

Space Settings

SPACE SHORTCUTS

Add shortcut

PAGES

Release Notes Template

Release Notes

Version 2.0

Archived pages BETA

My Application / Release Notes

Share

# Version 2.0

Created by Gareth Cantrell 2 minutes ago Analytics

Version	2.0
Release Date	2020-10-04
Issues in this release	13

## Summary

This release focuses on delivering new features which didn't make it in Version 1.0

## Issues

This release contains the following updates and fixes:

- MAPP-14 - Bug Fix 1
- MAPP-13 - Document feature
- MAPP-12 - Perform QA tasks
- MAPP-11 - Develop feature
- MAPP-10 - User Story 3
- MAPP-9 - Document feature
- MAPP-8 - Perform QA tasks
- MAPP-7 - Develop feature
- MAPP-6 - User story 2
- MAPP-5 - Document feature
- MAPP-4 - Perform QA tasks
- MAPP-3 - Develop feature
- MAPP-2 - User story 1

Like Be the first to like this

No labels

# Automation

DRAFT

Publish rule

Return to list



## Add watchers to Highest priority

Rule details

Audit log

When: Rule is triggered on

- Issue Created
- Issue Updated

If: Issue Type equals Incident

And: Priority equals Highest

Then: Send web request  
GET  
https://autobk.atlassian.net/rest/api/3/group/member?groupname=VIP

And: Add watchers  
{{webhookResponse.body.values.accountId}}

## Manage watchers

Select users to add or remove as watchers:

Add these watchers

[[user]] {{webhookResponse.body.values.accountId}} x

Remove these watchers

Type to find matching users...

Remove all existing watchers

Cancel

Save

> Can I use smart-values?



## Incoming webhook

Incoming webhooks are a simple way to trigger an automation rule from external sources without requiring any extra authentication. [Learn more](#).

This rule will run when a HTTP POST is sent to the following url:

Webhook URL \*

①

[Copy URL](#) • [Regenerate](#)

Execute this automation rule with: ②

- Issues provided in the webhook HTTP POST body
- Issues provided by running the following JQL search
- No issues from the webhook

JQL \*

③

 [Insert account id](#)  [Resolve users](#)

 [Validate query](#)

If [smart-values](#) are used JQL can not be validated.

Please ensure that the request you send explicitly includes the Content-Type header set to application/json. For example if you're using curl:

```
curl -X POST -H 'Content-type: application/json' \  
https://automation.atlassian.com/pro/hooks/[REDACTED]
```

Cancel

Save

# Automation

NEW

[Return to list](#)

ⓘ Rule details

🔗 When: Incoming webhook  
Run a JQL search

🔗 Then: Transition the issue to  
**DONE**

○ Add component

## Transition issue

Transitions an issue from one status to another, through a workflow. [Learn more.](#)

Choose the status to transition the issue to:

Destination status

DONE

Ensure a transition from the issue's source status to your selected destination status exists; [more info.](#)

+ add regex to distinguish between multiple transitions to the same status

⚙️ Choose fields to set... ▾

Resolution

Done

▾ More options

Additional fields

```
{
  "update": {
    "comment": [
      {
        "add": {
          "body": "Issue automatically resolved by build system"
        }
      }
    ]
  }
}
```

You may specify additional field values to be set using a JSON object as [documented](#). The fields you specify must be present on the screen.

Cancel

Save

# Automation

NEW

[Return to list](#)

## In-product bug collector

[Rule details](#)

 When: Incoming webhook



**+ Then: Create a new**  
 Bug  
in  
 Same project

Add component

## + Create issue

Create a new issue in:

Project \*

 Same project 

Issue type \*

 Bug 

 Choose fields to set... 

Summary \*

{{webhookData.summary}} 

Description

{{webhookData.bugDescription}} 

### More options

Additional fields

```
{
  "fields": {
    "versions": [
      { "name": "{{webhookData.softwareVersion}}" }
    ],
    "labels": [
      "bugfix",
      "feedback"
    ]
  }
}
```

You may specify additional field values to be set using a JSON object as [documented](#). The fields you specify must be present on the screen.

# Chapter 6: Automating Jira Service Management

## Automation

NEW

[Return to list](#)

### Triage email requests

ⓘ Rule details

+ When: Issue created  
Rule is run when an issue is created.

⚙ If: Request Type equals  
Emailed request

⚙ If: matches  
Summary contains vpn

✎ Then: Edit issue fields  
**Components**

○ Add component

⚙ Else-if: matches  
Summary contains password

✎ Then: Edit issue fields  
**Components**

### Add component

⚡ **New action**  
Actions perform changes to a system.

🔗 **Branch rule / related issues**  
Branch rule and run conditions & actions for these issues.

OR

Triage email requests


Turn it on

# Automation

NEW

[Return to list](#)

## Route incoming requests

 Rule details

⋮ When: Rule is triggered on

- Issue Created
- Issue Updated

⊞ If: matches

Components contains: VPN Server

⊞ Then: Assign the issue to  
Member of Network Team using  
balanced workload assignment

Add component

⊞ Else-if: all match

- Components contains: Active Directory
- Summary does not contain password

⊞ Then: Assign the issue to  
Member of System Administrator  
Team using balanced workload  
assignment

## Rule details

Name \*

Route incoming requests

Description

Scope

 IT Service Desk (DESK)

Scope can only be modified in the [global administration](#).

Allow rule trigger

- Check to allow other rule actions to trigger this rule. Only enable this if you need this rule to execute in response to another rule.

Notify on error

E-mail rule owner once when rule starts failing after success

Owner \*

 Gareth Cantrell

The owner will receive emails when the rule fails.

Actor \*

 Automation for Jira

Actions defined in this rule will be performed by the user selected as the actor.

Cancel

Save

# Automation

NEW

[Return to list](#)



[Rule details](#)

**When: SLA threshold breached**  
Time to first response will breach in the next 30 minutes

**Priority is one of**  
Highest, High

**Then: Send email**  
Manager  
{{issue.key}} is about to breach its SLA

**If: matches**  
Assignee is empty

**Then: Send Slack message**  
:fire: <{{issue.toUrl}}>{{issue.key}}  
- {{issue.summary}}> is currently unassigned and will breach its

Add component

**Else**

**Then: Send email**  
Assignee  
{{issue.key}} is about to breach its Time to first response SLA

Add component

Add component

## Send email

To

Cc Bcc

Subject\*

[[issue.key]] is about to breach its Time to first response SLA

Content\*

Hi [[issue.assignee.displayName.split(" ").first]],  
  
You have been assigned [[issue.key]] - [[issue.summary]] which is about to breach its Time to first response SLA in 30 minutes.  
  
Please take appropriate action to ensure we meet our SLA targets.  
  
Thanks,  
Your friendly SLA bot.

> More options

Cancel

Save

> What values can I use in my email body and subject?

Microsoft Azure Search resources, services, and docs (G+)

Home > Service Desk Autobot

Service Desk Autobot

Search (Cmd+/) Delete Endpoints Preview features

Overview

Quickstart

Integration assistant

Manage

Branding

Authentication

Certificates & secrets

Token configuration

API permissions

Expose an API

App roles | Preview

Owners

Roles and administrators | Preview

Manifest

Support + Troubleshooting

Troubleshooting

New support request

Essentials

Display name  
Service Desk Autobot

Application (client) ID [redacted] ①

Directory (tenant) ID [redacted] ②

Object ID [redacted]

Supported account types  
My organization only

Redirect URIs  
Add a Redirect URI

Application ID URI  
Add an Application ID URI

Managed application in local directory  
Service Desk Autobot

Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. [Learn more](#)

Call APIs

Build more powerful apps with rich user and business data from Microsoft services and your own company's data sources.

View API permissions

Documentation

Microsoft identity platform

Authentication scenarios

Authentication libraries

Code samples

Microsoft Graph

Glossary

Help and Support

Microsoft Azure Search resources, services, and docs (G+)

Home > Service Desk Autobot

Service Desk Autobot | Certificates & secrets

Search (Cmd+/) Got feedback?

Copy the new client secret value. You won't be able to retrieve it after you perform another operation or leave this blade.

Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web addressable location (using an HTTPS scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Certificates

Certificates can be used as secrets to prove the application's identity when requesting a token. Also can be referred to as public keys.

Upload certificate

Thumbprint	Start date	Expires	ID
No certificates have been added for this application.			

Client secrets

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

New client secret

Description	Expires	Value	ID
Autobot Secret	12/15/2021	[redacted]	7c917cbf-4790-4f51-9888-8928cc... ①

Microsoft Azure Search resources, services, and docs (G+)

Home > Service Desk Autobot

## Service Desk Autobot | API permissions

Search (Cmd+/) << Refresh

- Overview
- Quickstart
- Integration assistant
- Manage
  - Branding
  - Authentication
  - Certificates & secrets
  - Token configuration
  - API permissions**
  - Expose an API
  - App roles | Preview
  - Owners
  - Roles and administrators | Preview
  - Manifest
- Support + Troubleshooting
  - Troubleshooting
  - New support request

### Request API permissions

All APIs

Microsoft Graph  
https://graph.microsoft.com/ Docs

What type of permissions does your application require?

**Delegated permissions**  
Your application needs to access the API as the signed-in user.

**Application permissions**  
Your application runs as a background service or daemon without a signed-in user.

Select permissions expand all

Directory

Permission	Admin consent required
<input checked="" type="checkbox"/> Directory.ReadWrite.All Read and write directory data	Yes
<input type="checkbox"/> Directory.Read.All Read directory data	Yes
RoleManagement	

Add permissions
Discard

Microsoft Azure Search resources, services, and docs (G+)

Home > Service Desk Autobot

## Service Desk Autobot | API permissions

Search (Cmd+/) << Refresh | Got feedback?

- Overview
- Quickstart
- Integration assistant | Preview
- Manage
  - Branding
  - Authentication
  - Certificates & secrets
  - Token configuration
  - API permissions**
  - Expose an API
  - Owners
  - Roles and administrators | Preview
  - Manifest
- Support + Troubleshooting
  - Troubleshooting
  - New support request

### Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission | Grant admin consent for [App Name]

API / Permissions name	Type	Description	Admin consent req...	Status
Microsoft Graph (2)				
Directory.ReadWrite.All	Application	Read and write directory data	Yes	Granted for [App Name]
User.Read	Delegated	Sign in and read user profile	-	Granted for [App Name]

## Service Desk Autobot | API permissions

Search (Cmd+/)

Refresh | Got feedback?

- Overview
- Quickstart
- Integration assistant

### Manage

- Branding
- Authentication
- Certificates & secrets
- Token configuration
- API permissions

### Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission | Grant admin consent for Service Desk Autobot

API / Permissions name	Type	Description	Admin consent req...	Status
Microsoft Graph (2)				
Directory.ReadWrite.All	Application	Read and write directory data	Yes	Granted for Service Desk Autobot
User.Read	Delegated	Sign in and read user profile	-	Granted for Service Desk Autobot

PowerShell

```
Requesting a Cloud Shell.Succeeded.
Connecting terminal...

Welcome to Azure Cloud Shell

Type "az" to use Azure CLI
Type "help" to learn about Cloud Shell

MOTD: Connect to a remote Azure VM: Enter-AzVM

VERBOSE: Authenticating to Azure ...
VERBOSE: Building your Azure drive ...
PS /home/gareth> Connect-AzureAD
PS /home/gareth> $displayName = "Service Desk Autobot"; $objectId = (Get-AzureADServicePrincipal -SearchString $displayName).Object
id
PS /home/gareth> $roleName = "Company Administrator"; $role = Get-AzureADDirectoryRole | Where-Object {$_.DisplayName -eq $roleNa
me}
PS /home/gareth> Add-AzureADDirectoryRoleMember -ObjectId $role.ObjectId -RefObjectId $objectId
```

# Automation

NEW

[Return to list](#)

Rule details

- When: Rule is triggered on
  - Issue Created
  - Issue Updated

If: Components contains any of Active Directory

And: Summary contains password

Then: Send web request  
GET  
https://www.passwordrandom.com/query?command=password&format=json

And: Send web request  
POST  
https://login.windows.net/.../oauth2/token

[Add component](#)

## Send web request

This action will send a HTTP request to the url specified below:

Webhook URL\*  
https://login.windows.net/.../oauth2/token

Request parameters must be url encoded, smart values should use: {{value url|encode}}

Headers (optional)

Content-Type application/x-www-form-urlencoded

Add

HTTP method

POST

Webhook body

Custom data

Wait for response

Delay execution of subsequent rule actions until we've received a response for this webhook

### HOW DO I ACCESS WEBHOOK RESPONSE VALUES IN SUBSEQUENT RULE ACTIONS?

On successful webhook execution, you would be able access webhook response data using the following smart values:

- {{webhookResponse.status}} returns the response code e.g. 200
- {{webhookResponse.headers}} returns the response headers that you can access using dot notation e.g. {{webhookResponse.headers.Content-Type}}
- {{webhookResponse.body}} returns the response body, if the body is a JSON object then you can access values using dot notation e.g. {{webhookResponse.body.name}}
- {{webhookResponses}} returns a list of responses e.g. {{webhookResponses.last.body}}

Custom data\*

```
resource=https%3A%2F%2Fgraph.microsoft.com&client_id=...&client_secret=...&grant_type=client_credentials
```

[Cancel](#) [Save](#)



# Chapter 7: Automating Jira Software Projects

## Automation

NEW

ⓘ Rule details

📅 When: Version released

🔗 If: Compare two values  
Checks if:  
`{{version.project.key}} equals MAPP`

📅 Then: Create version  
`{{version.name}}`

📅 And: Release version  
Next unreleased

⊕ Add component

### 📅 Release version 🗑️

By default, this will release the next unreleased version with the existing release date. If none is set, release date will default to today. You can change the order of the next unreleased version in the 'Releases' screen of the project and change the other options in the 'More options' section below.

▼ More options

Specific version name to release

Leave blank to release the next unreleased version

Release date (format: yyyy-MM-dd)

Leave blank to use today's date.

Override release date even if one already exists?

Project

🔍 My Application Support (MAPS) ▼

Hot tip! You can use [smart fields](#) and [date functions](#) here to generate a meaningful version name and release date.

Cancel

Save

# Automation

NEW

[Return to list](#)

## Keep issue hierarchy in sync

① Rule details

🔗 When: Issue transitioned

⚡ If: matches  
issueType = Sub-task AND  
statusCategory = "In Progress"

👤 For Parent

🔗 Then: Transition the  
issue to  
COPY FROM TRIGGER ISSUE

○ Add component

○ Add component

⚡ Else-if: matches  
issueType = Sub-task AND  
statusCategory = Done

👤 For Parent

⚡ If: Sub-tasks match  
statusCategory = Done

🔗 Then: Transition the  
issue to  
COPY FROM TRIGGER ISSUE

○ Add component

○ Add component

## Rule details

Name \*

Keep issue hierarchy in sync

Description

Scope

🏠 My Application (MAPP)

Scope can only be modified in the [global administration](#).

Allow rule trigger

Check to allow other rule actions to trigger this rule. Only enable this if you need this rule to execute in response to another rule.

Notify on error

E-mail rule owner once when rule starts failing after success

Owner \*

👤 Gareth Cantrell

The owner will receive emails when the rule fails.

Created

a month ago

Updated

a month ago

Actor \*

👤 Automation for Jira

Actions defined in this rule will be performed by the user selected as the actor.

Cancel

Save


 Else-if: matches  
issueType = Story AND status = "In Progress"

 For Epic (parent)

 Then: Transition the issue to  
**COPY FROM TRIGGER ISSUE**

Add component

Add component

 Else-if: matches  
issueType = Story AND  
statusCategory = Done

 For Epic (parent)

 If: Stories (or other issues in this Epic) match  
statusCategory = Done

 Then: Transition the issue to  
**COPY FROM TRIGGER ISSUE**

Add component

# Automation

NEW

⌕ Rule details

🔄 When: Issue transitioned  
FROM  
Open  
TO  
In Progress

⚙️ Project equals  
My Application Support (MAPS)

⚙️ Issue Type equals  
Bug

⚙️ Priority is one of  
Highest

+ Then: Create a new  
⚙️ Same issue type  
in  
📁 My Application (MAPP)

○ Add component

## + Create issue

Create a new issue in:

Project \*

📁 My Application (MAPP) ▼

Issue type \*

⚙️ Same issue type ▼

⚙️ Choose fields to set... ▼

Summary

📄 Copy **Summary** from **Current issue** ...

Description

📄 Copy **Description** from **Current issue** ...

Affects versions

📄 Add **Affects versions** from **Current issue** ...

Linked Issues

relates to ▼ ...

Issue

Trigger issue ▼

You can link to the issue that triggered this rule, previously created issue, a smart-value or simply an issue key.

Priority

📄 Copy **Priority** from **Current issue** ...

Sprint

Active Sprint (My Application Scrum Board) ✕ ▼ ...

> More options

Cancel

Save

# Automation

NEW

ⓘ Rule details

📄 When: Value changes for Sprint

🔍 If: Issue matches JQL sprint in openSprints()

⚙️ Then: Send Slack message  
:mega: A new issue has just been added to the current sprint <{{issue.url}}> {{issue.key}}: {{issue.summary}}> !

⊕ Add component

## ⚙️ Send Slack message

Webhook URL\*

https://hooks.slack.com/services/[REDACTED]

Please [configure an incoming webhook](#) in your Slack account.

Message\*

:mega: A new issue has just been added to the current sprint <{{issue.url}}> {{issue.key}}: {{issue.summary}}> !

To add a link, enclose the URL in <> angle brackets. For example: <https://slack.com> or <https://slack.com|Slack>

Sender

Send message as Automation for Jira

Channel or user

#sprint-updates

Messages are sent to the default channel specified in your webhook, but you can override this by specifying another channel with '#other-channel', or a specific user with '@userID'. Slack no longer supports @usernames, you can find out more about this [in our docs](#), including how to find member IDs.

Cancel

Save

> What issue data can I include in my Slack message?

# Chapter 8: Integrating with DevOps Tools

## Automation

NEW

[Return to list](#)

① Rule details

⚡ When: Commit created  
Rule is run when a commit is created

⚙️ Then: Send Slack message  
:pizza: A commit for <{{issue.url}}> {{issue.key}} has been added with message {{commit.message}}

⚖️ If: Status does not equal  
In Progress

🔄 Then: Transition the issue to  
IN PROGRESS

⊕ Add component

### Transition issue

Transitions an issue from one status to another, through a workflow. [Learn more.](#)

Choose the status to transition the issue to:

Destination status

IN PROGRESS

Ensure a transition from the issue's source status to your selected destination status exists; [more info.](#)

+ add regex to distinguish between multiple transitions to the same status

⚙️ Choose fields to set... ▾

> More options

Cancel Save

## Automation

NEW

[Return to list](#)

① Rule details

🌐 When: Incoming webhook  
Run a JQL search

⚙️ Then: Send Slack message  
:pizza: A commit for <{{issue.url}}> {{issue.key}} has been added with message {{commit.message}}

⚖️ If: Status does not equal  
In Progress

🔄 Then: Transition the issue to  
IN PROGRESS

⊕ Add component

### Transition issue

Transition the issue by:

- Selecting the destination status
- Selecting a specific transition

Destination status\*

In Progress

Ensure a transition from the issue's source status to your selected destination status exists; [more info.](#)

+ add regex to distinguish between multiple transitions to the same status

⚙️ Choose fields to set... ▾

> More options

Cancel Save

## Webhooks

### Add new webhook

To learn more about how webhooks work, check out the [documentation](#).

Title	<input type="text" value="Transition Jira issue on commit"/>
URL	<input type="text" value="https://example.com/webhook"/>
Status	<input checked="" type="checkbox"/> Active <small>Inactive webhooks don't trigger requests.</small>
SSL / TLS	<input type="checkbox"/> Skip certificate verification <small>Untrusted or self-signed certificates may not be secure. <a href="#">Learn more</a></small>
Request History	<input type="checkbox"/> Enable request history collection <small>Request history collection will be automatically disabled after 12 hours.</small>
Triggers	<input checked="" type="radio"/> Repository push <input type="radio"/> Choose from a full list of triggers
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

## Automation

NEW

[Return to list](#)



### Track new pull requests

🕒 Rule details

🕒 **When: Pull request created**  
Rule is run when a pull request is created

🔗 **Then: Transition the issue to**  
**WAITING FOR REVIEW**

+ **And: Create a new**  
 Same issue type in  
 Same project

🔗 **And: Send Slack message**  
:bellhop\_bell: A new pull request has is ready for review  
<{{createdIssue.url}}>

Add component

### Send Slack message

Webhook URL\*

https://hooks.slack.com/services/...

Please [configure an incoming webhook](#) in your Slack account.

Message\*

```
:bellhop_bell: A new pull request has is ready for review  
<{{createdIssue.url}}>{{createdIssue.key}}>
```

To add a link, enclose the URL in <> angle brackets. For example: <https://slack.com> or <https://slack.com|Slack>

Sender

Send message as Automation for Jira

Channel or user

#sprint-updates

Messages are sent to the default channel specified in your webhook, but you can override this by specifying another channel with '#other-channel', or a specific user with '@userID'. Slack no longer supports @usernames, you can find out more about this [in our docs](#), including how to find member IDs.

Cancel

Save

> **What issue data can I include in my Slack message?**

## Automation

NEW

[Return to list](#)



🕒 Rule details

🕒 **When: Pull request merged**  
Rule is run when a pull request is merged

⚖️ **Status equals**  
Waiting for review

🔗 **Then: Transition the issue to**  
**WAITING FOR DEPLOY**

👤 **For Linked issues**  
Types: is blocked by

⚖️ **Summary starts with**  
Review PR:

🔗 **Then: Transition the issue to**  
**DONE**

Add component

Add component

### Transition issue

Transitions an issue from one status to another, through a workflow. [Learn more.](#)

Choose the status to transition the issue to:

Destination status

DONE

Ensure a transition from the issue's source status to your selected destination status exists; [more info.](#)

+ [add regex to distinguish between multiple transitions to the same status](#)

⚙️ Choose fields to set... ▾

> **More options**

Cancel

Save

# Automation

NEW

[Return to list](#)



① Rule details

🔗 When: Incoming webhook

🔗 If: Compare two values  
Checks if:  
**{{webhookData.action}} equals published**

🔗 For JQL  
fixVersion = "  
{{webhookData.release.tag\_name}}"  
AND status = "Waiting for deploy"

🔗 Then: Transition the issue to  
**DONE**

○ Add component

🔗 Then: Release version  
{{webhookData.release.tag\_name}}

○ Add component

## 🔗 Release version 🗑️

By default, this will release the next unreleased version with the existing release date. If none is set, release date will default to today. You can change the order of the next unreleased version in the 'Releases' screen of the project and change the other options in the 'More options' section below.

▼ More options

Specific version name to release

Input field containing: `{{webhookData.release.tag_name}}`

Release date (format: yyyy-MM-dd)

Input field containing: Leave blank to use today's date.

Override release date even if one already exists?

Project

Dropdown menu showing: **Current project**

Hot tip! You can use [smart fields](#) and [date functions](#) here to generate a meaningful version name and release date.

Cancel

Save

Options
Manage access
Security & analysis
Branches
Webhooks
Notifications
Integrations
Deploy keys
Actions
Secrets

### Webhooks / Add webhook

We'll send a POST request to the URL below with details of any subscribed events. You can also specify which data format you'd like to receive (JSON, x-www-form-urlencoded, etc). More information can be found in [our developer documentation](#).

**Payload URL \***

**Content type**

**Secret**

**SSL verification**  
 By default, we verify SSL certificates when delivering payloads.

**Enable SSL verification**  **Disable (not recommended)**

**Which events would you like to trigger this webhook?**

Just the push event.  
 Send me **everything**.  
 Let me select individual events.

**Pull requests**  
 Pull request opened, closed, reopened, edited, assigned, unassigned, review requested, review request removed, labeled, unlabeled, synchronized, ready for review, converted to draft, locked, or unlocked.

**Pushes**  
 Git push to a repository.

**Registry packages**  
 Registry package published or updated in a repository.

**Releases**  
 Release created, edited, published, unpublished, or deleted.

**Visibility changes**  
 Repository changes from private to public.

**Watches**  
 User stars a repository.

**Wiki**  
 Wiki page updated.

**Active**  
 We will deliver event details when this hook is triggered.

General Source Code Management **Build Triggers** Build Environment Build Post-build Actions

### Build Triggers

Trigger builds remotely (e.g., from scripts) ?

Authentication Token

Use the following URL to trigger build remotely: `JENKINS_URL/job/My%20Application/build?token=TOKEN_NAME`  
or `/buildWithParameters?token=TOKEN_NAME`

Optionally append `&cause=Cause+Text` to provide text that will be included in the recorded build cause.

Build after other projects are built ?

Build periodically ?

GitHub hook trigger for GITScm polling ?

Poll SCM ?

## Automation

NEW

Return to list

Rule details

When: Sprint completed  
In My Application Scrum Board

Then: Send web request  
POST http://[redacted]  
[redacted]  
[redacted]/crumbiss  
uer/api/json

And: Send web request  
POST http://[redacted]  
[redacted]  
[redacted]/job/My+Application/build?  
token=MY\_SECURE\_AUTH\_TOKEN

If: Compare two values  
Checks if:  
`{{webhookResponse.status}}`  
matches `2|d|d`

For Issues in the sprint

Status equals  
Waiting for deploy

Then: Transition the issue  
to  
**DONE**

Add component

Add component

### Transition issue

Transitions an issue from one status to another, through a workflow. [Learn more.](#)

Choose the status to transition the issue to:

Destination status

**DONE**

Ensure a transition from the issue's source status to your selected destination status exists; [more info.](#)

[+ add regex to distinguish between multiple transitions to the same status](#)

Choose fields to set...

> More options

Cancel **Save**

# Chapter 9: Best Practices

## Automation

Global administration

Create rule



Rules Audit log Library

Filter rules	Name ^	Owner ^	Project ^	Enabled ^	
	Add critical bug to active sprint	Gareth Cantrell	Multiple projects	<input checked="" type="checkbox"/>	...
	Align story version and dates to sprint	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>	Copy
	Auto assign incoming bugs	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>	Export
	Close parent when sub-tasks complete	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>	
	Create story sub-tasks	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>	
	In-product bug collector	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>	
	Keep Epic estimates in sync	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>	
	Keep issue hierarchy in sync	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>	

## Automation

Create rule



Rules Audit log Library Usage

Filter rules	Name ^	Owner ^	Project ^	Enabled ^	
	Add critical bug to active sprint	Gareth Cantrell	Multi	<input checked="" type="checkbox"/>	
	Close duplicate issues	Gareth Cantrell	Glob	<input checked="" type="checkbox"/>	
	Close parent when all sub-tasks complete	Gareth Cantrell	Glob	<input checked="" type="checkbox"/>	
	Close sub-tasks when parent is completed	Gareth Cantrell	Globa	<input checked="" type="checkbox"/>	
	Comment on related issues on resolve	Gareth Cantrell	Global	<input type="checkbox"/>	
	Keep support project version in sync	Gareth Cantrell	Multiple projects	<input checked="" type="checkbox"/>	
	Link mentioned issue	Gareth Cantrell	Global	<input type="checkbox"/>	
	Test	Gareth Cantrell	Global	<input checked="" type="checkbox"/>	
	Webhook Test	Gareth Cantrell	Global	<input checked="" type="checkbox"/>	

- Copy rules
- View performance insights
- Automation service status
- Import rules
- Export rules
- Transfer User
- Global configuration

## Automation

NEW

[Return to list](#)

[Rule details](#)

When: Rule is triggered on

- Issue Created
- Issue Updated

If: Issue matches JQL

Project = MAPS AND type = Bug AND priority = Highest

And: Linked issues not present

Types: relates to

Then: Create a new

- Same issue type in My Application

[Add component](#)

## + Create issue

Create a new issue in:

Project \*

My Application (MAPP)

Issue type \*

Same issue type

[Choose fields to set...](#)

Summary

Copy Summary from Current issue

...

Description

Copy Description from Current issue

...

Affects versions

Add Affects versions from Current issue

...

Priority

Copy Priority from Current issue

...

Linked Issues

relates to

...

Issue

Trigger issue

You can link to the issue that triggered this rule, previously created issue, a smart-value or simply an issue key.

[More options](#)

[Cancel](#)

[Save](#)

## Automation

NEW

[Publish rule](#)

[Return to list](#)

Keep parent in sync with sub-task story points

[Rule details](#)

When: Issue updated

Rule is run when an issue is updated.

Issue Type equals

Sub-task

For Parent

Then: Edit issue fields  
Story Points

[Add component](#)

[Add component](#)

## Issue updated

Rule is run when an issue is updated. This trigger needs no configuration.


[Save](#)

## Automation

ENABLED

[Return to list](#)

Keep parent in sync with sub-task story points

-  Rule details
-  Audit log

 When: Value changes for Story Points

 Issue Type equals Sub-task

 For Parent



 Then: Edit issue fields Story Points

- Add component
- Add component

### Field value changed



This rule will trigger when the value of the fields selected below changes. [Learn more.](#)

Fields to monitor for changes \*

Story Points  

You can also match field names using regular expressions.

For

Edit issue  

Optionally select which operations this trigger will execute for. Leave blank for all operations.

[Cancel](#) [Save](#)

[> How do I access the changed value in my rule?](#)

# Automation

DRAFT

[Return to list](#)

## Sync highest priority support bugs

Rule details

Audit log

When: Value changes for Priority

If: all match

- Project equals My Application Support (MAPS)
- Issue Type equals Bug
- Priority equals Highest
- Linked issues not present Types: relates to

Then: Create a new

- Same issue type in
- My Application

Add component

Add else

Add component

## Rule details

Name \*

Sync highest priority support bugs

Description

Scope

Multiple projects

Restrict to projects \*

My Application Support (MAPS) x My Application (MAPP) x

Allow rule trigger

Check to allow other rule actions to trigger this rule. Only enable this if you need this rule to execute in response to another rule.

Notify on error

E-mail rule owner once when rule starts failing after success

Owner \*

Gareth Cantrell

The owner will receive emails when the rule fails.

Created

10 minutes ago

Actor \*

Automation for Jira

Actions defined in this rule will be performed by the user selected as the actor.

Cancel

Save

# Automation

[Global administration](#)

[Create rule](#)

Rules

Audit log

Library

Filter rules

All rules

Project rules

Global rules

Add label

Name \*

Bug - Add critical bug to active sprint

Bug - Auto assign incoming bugs

Bug - In-product bug collector

Owner \*

Gareth Cantrell

Gareth Cantrell

Gareth Cantrell

Project :

Multiple projects

My Application

My Application

Enabled :

When a Bug with the Highest priority is transitioned to In Progress in the MAPS project, a linked Bug will be created in the MAPP development project.



# Automation

[Rules](#) [Audit log](#) [Library](#)

Filter rules	Name*	Labels	Owner	Project	Enabled
<b>A</b> All rules	All Issues - Close parent when sub-tasks complete ⓘ	S	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>
<b>C</b> Project rules	All Issues - Keep Epic estimates in sync ⓘ	S	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>
<b>G</b> Global rules	All Issues - Keep issue hierarchy in sync ⓘ	S	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>
<b>S</b> Synchronization	All Issues - Synchronize versions with GitHub releases ⓘ	S D	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>
<b>S</b> Support	Bug - Add critical bug to active sprint ⓘ	S S	Gareth Cantrell	Multiple projects	<input type="checkbox"/>
<b>D</b> DevOps	Bug - Sync highest priority support bugs ⓘ	S S	Gareth Cantrell	Multiple projects	<input checked="" type="checkbox"/> <span>⋮</span>
<b>N</b> Notifications	Story,Task - Keep parent in sync with sub-task story points ⓘ	S	Gareth Cantrell	My Application	<input checked="" type="checkbox"/>
<b>+</b> Add label	Story - Sync epic status to stories ⓘ	S	Gareth Cantrell	My Application	<input type="checkbox"/>
	Versions - Keep support project version in sync ⓘ	S	Gareth Cantrell	Multiple projects	<input checked="" type="checkbox"/>

When a Bug in the MAPS project is created with a priority of Highest or the priority is updated to Highest, create a linked Bug in the MAPP project.

# Chapter 10: Troubleshooting Tips and Techniques

## Automation

Create rule ...

Rules Audit log Library Usage

501-550 Prev 11 Next

Date	Rule	Projects	Status	Duration	Operations
05/10/20 10:00:40 am (1715017715)	Start-of-week checks	IT Service Desk	SUCCESS	2.95s	Show more
04/10/20 09:37:35 pm (1712809999)	In-product bug collector	My Application	CONFIG CHANGE		Show more
04/10/20 08:59:50 pm (1712722294)	Release issues waiting for deploy	My Application	SUCCESS	9.32s	Show more
04/10/20 08:59:47 pm (1712722250)	Release issues waiting for deploy	My Application	CONFIG CHANGE		Show more
04/10/20 08:59:09 pm (1712721421)	Release issues waiting for deploy	My Application	SOME ERRORS	8.07s	Show more
04/10/20 08:27:37 pm (1712655780)	Release issues waiting for deploy	My Application	SOME ERRORS	6.47s	Show more
04/10/20 08:27:24 pm (1712655425)	Release issues waiting for deploy	My Application	CONFIG CHANGE		Show more
04/10/20 08:26:12 pm (1712653296)	Release issues waiting for deploy	Global	CONFIG CHANGE		Show more
04/10/20 08:22:22 pm (1712645550)	Release issues waiting for deploy	My Application	SUCCESS	7.37s	Show more
04/10/20 08:22:08 pm (1712644596)	Release issues waiting for deploy	Global	CONFIG CHANGE		Show more
04/10/20 08:20:53 pm (1712641125)	Release issues waiting for deploy	My Application	SOME ERRORS	5.57s	Show more
04/10/20 08:20:45 pm (1712640948)	Release issues waiting for deploy	Global	CONFIG CHANGE		Show more
04/10/20 08:19:31 pm (1712637689)	Open issues in sprint notification	My Application	SUCCESS	1.67s	Show more
04/10/20 08:19:14 pm (1712637211)	Release issues waiting for deploy	My Application	SOME ERRORS	5.71s	Show more
04/10/20 08:18:06 pm (1712635908)	Release issues waiting for deploy	Global	CONFIG CHANGE		Show more
04/10/20 08:09:41 pm (1712608586)	Release issues waiting for deploy	My Application	SOME ERRORS	8.42s	Show more
04/10/20 08:09:36 pm (1712608489)	Release issues waiting for deploy	Global	CONFIG CHANGE		Show more
04/10/20 08:08:51 pm (1712607479)	Release issues waiting for deploy	Global	SUCCESS	0.40s	Show more
04/10/20 08:06:43 pm (1712604736)	Sync epic status to stories	My Application	NO ACTIONS PERFORMED	0.15s	Show more
04/10/20 08:06:43 pm (1712604713)	Set user story due date	My Application	NO ACTIONS PERFORMED	1.72s	Show more

# Automation

Global administration

Create rule



# Rules [Audit log](#) [Library](#)



### Some rule executions may not appear in this list

The project audit log will only show log entries for executions that affect this project. Visit the global audit log to see all executions of this rule.

401-439

Prev 9 Next

Date	Rule	Status	Duration	Operations
05/08/20 01:18:52 pm (1384182011) <b>1</b>	Start of week checks	CONFIG CHANGE		Show less
<b>Action details:</b> ① Automation rule was deleted.		<b>Associated items:</b> Gareth Cantrell		
04/08/20 09:27:47 pm (1380886309)	Add relationship manager to customer request	CONFIG CHANGE		Show more
04/08/20 04:30:23 pm (1379309745) <b>2</b>	High priority incident reminder	NO ACTIONS PERFORMED	1.43s	Show less
<b>Action details:</b> JQL condition ① The following issues did not match the condition: DESK-7		<b>Associated items:</b> SLA threshold breached DESK-7		
04/08/20 04:10:33 pm (1379175748)	Set highest priority for VIPs	SUCCESS <b>3</b>	1.67s	Show more
03/08/20 09:57:53 pm (1374645401)	Advanced field example	CONFIG CHANGE		Show more
03/08/20 09:44:51 pm (1374583583)	Set highest priority for VIPs	SUCCESS	1.49s <b>4</b>	Show less
<b>Action details:</b> JQL condition ① The following issues passed: DESK-6 Edit issue ① Issues edited successfully DESK-6		<b>Associated items:</b> Issue event <b>5</b> DESK-6		
03/08/20 09:44:50 pm (1374583514)	Advanced field example	SOME ERRORS	1.57s	Show less
<b>Action details:</b> Issue condition ① The following issues passed: DESK-6 JQL condition ① The following issues passed: DESK-6 <b>6</b> Edit issue ① Error while parsing additional fields. Not valid JSON.		<b>Associated items:</b> Issue event DESK-6		

### What do the different statuses mean? **7**

<b>CONFIG CHANGE</b>	...rule configuration was changed by an administrator.
<b>SUCCESS</b>	...rule completed without errors and performed some actions successfully.
<b>NO ACTIONS PERFORMED</b>	...this rule executed successfully, however no actions were performed due to a condition stopping the rule execution.
<b>IN PROGRESS</b>	...rule is currently executing.
<b>LOOP</b>	...rule execution loop detected. This usually means rules are calling themselves too many times. Disable the 'Allow rule trigger' setting in 'Rule details' where appropriate.
<b>THROTTLED</b>	...rule exceeded allowed limits.
<b>SOME ERRORS</b>	...some actions in this rule produced errors. Please check your rule configuration.
<b>ABORTED</b>	...the rule was disabled, deleted or re-configured while it was running; or you may have reached you execution limits
<b>FAILURE</b>	...a system error occurred - please contact support.

## Automation

NEW

[Return to list](#)

### Create onboarding sub-tasks with debug logging

① Rule details

+ When: Issue created  
Rule is run when an issue is created.

Request Type equals  
Onboard new employees

Then: Add value to the audit log.  
**{{now}} Start create sub-tasks**

And: Create 2 sub-tasks

And: Add value to the audit log.  
**{{now}} End create sub-tasks**

○ Add component

### Add component

Branch rule / related issues  
Branch rule and run conditions & actions for these issues.

New action  
Actions perform changes to a system.

New condition  
Actions will only execute if all conditions preceding them pass.

OR

Creating sub-tasks with debug logging

Turn it on

## Automation

ENABLED

[Return to list](#)

### Create onboarding sub-tasks with debug logging

① Rule details

② Audit log

+ When: Issue created  
Rule is run when an issue is created.

Request Type equals  
Onboard new employees

Then: Add value to the audit log.  
**{{now}} Start create sub-tasks**

And: Create 2 sub-tasks

And: Add value to the audit log.  
**{{now}} End create sub-tasks**

○ Add component

### Audit log

1-2

[Prev](#) 1 [Next](#)

Date	Rule	Status	Duration	Operations
14/12/20 10:09:34 pm (2174793200)	Create onboarding sub-tasks with debug logging	SUCCESS	1.67s	<a href="#">Show less</a>
<b>Action details:</b> Issue condition ① The following issues passed: DESK-50 Log action ① Log 2020-12-14T22:09:34.4+0000 Start create sub-tasks Create sub-tasks ① Successfully added sub-tasks DESK-52, DESK-53 Log action ② Log 2020-12-14T22:09:35.8+0000 End create sub-tasks		<b>Associated items:</b> Issue event <a href="#">DESK-50</a> Create sub-tasks <a href="#">DESK-52, DESK-53</a>		
14/12/20 10:07:00 pm (2174782766)	Create onboarding sub-tasks with debug logging	CONFIG CHANGE		<a href="#">Show more</a>

> What do the different statuses mean?

# Automation

NEW[Return to list](#)

ⓘ Rule details

🔗 When: Issue transitioned  
TO  
Waiting for customer

🔄 Then: Add comment to issue  
Hi {{issue.reporter.displayName}} We require some additional information from you to complete your request.

⊖ Add component

## 🔄 Comment on issue 🗑️

Please enter the comment to add:

Comment\*

```
Hi {{issue.reporter.displayName}}

We require some additional information from you to complete your request.

Please update this issue by {{#debug}}
{{now.plusBusinessDays(5).fullDate}}{}/}.

Kind regards,
The Service Desk Team
```

Prevent duplicates by only adding this comment once to a particular issue.

› More options

Cancel

Save

› How do I access issue data in my comment?

# Automation

ENABLED[Return to list](#)

## Comment on waiting for customer with debug logging

ⓘ Rule details

📄 Audit log

🔗 When: Issue transitioned  
TO  
Waiting for customer

🔄 Then: Add comment to issue  
Hi {{issue.reporter.displayName}} We require some additional information from you to complete your request.

⊖ Add component

## Audit log

1-3

🔄 Prev 1 Next

Date	Rule	Status	Duration	Operations
14/12/20 10:48:07 pm (2175012842)	Comment on waiting for customer with debug logging	SUCCESS	1.36s	Show less
<b>Action details:</b> Comment on issue 🕒 Comment added to issue Hi {{issue.reporter.displayName}} We require some additional information from you to complete your request. Please update this issue by {{#debug}}{{now.plusBusinessDays(5).fullDate}}{}/}. Kind regards, The Service Desk Team 🕒 Debug message Monday, December 21, 2020 1		<b>Associated items:</b> Issue event DESK-55		
14/12/20 10:47:26 pm (2175009801)	Comment on waiting for customer with debug logging	CONFIG CHANGE		Show more
14/12/20 10:41:44 pm (2174979422)	Comment on waiting for customer with debug logging	CONFIG CHANGE		Show more

› What do the different statuses mean?

# Automation

NEW

[Return to list](#)

[Rule details](#)

**When: Service limit breached**  
Used more than 80% of service limit

**Then: Send email**  
administrators  
Rules are about to breach their service limits

[Add component](#)

## Send email

To

Cc Bcc

Subject\*

Content\*

There are rules about to breach their 80% processing time limit: {{breachedSummary}}.

The following rules are about to breach: {{breachedRules}}

[More options](#)

[Cancel](#)

[Save](#)

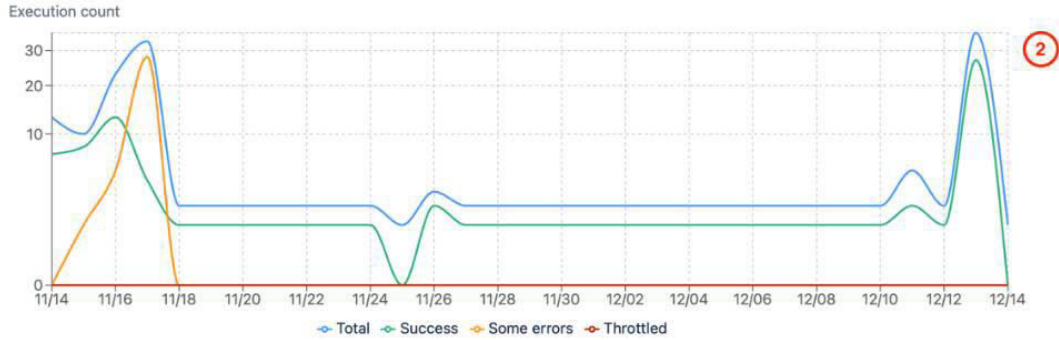
[What values can I use in my email body and subject?](#)

# Automation

[Return to list](#)

1 1h 1d 1w 1m

November 14th, 12:00am - December 14th, 6:34pm (Local time)



3 Execution count

Rule	4 Execution count	Total duration (s)	Average duration (s)	SUCCESS	NO ACTIONS	SOME ERRORS	LOOP	THROTTLED
Commit test	47	29	0.6	13	0	34	0	0
Auto-resolve stale issues	31	14	0.5	0	31	0	0	0
Open issues in sprint notification	30	54	1.8	30	0	0	0	0
Loop test	24	30	1.2	22	0	0	2	0
All Issues - Keep issue hierarchy in sy...	9	20	2.3	4	5	0	0	0
test1	3	6	2.1	3	0	0	0	0
Test	3	1	0.4	1	2	0	0	0
Comment to reporter on issue assign...	3	2	0.5	1	2	0	0	0
Transition to In Progress on commit	2	3	1.4	2	0	0	0	0
Route incoming requests	2	<1	0.2	0	2	0	0	0
Manage pull request merges	2	5	2.4	2	0	0	0	0
1393252 (deleted rule?)	2	5	2.4	2	0	0	0	0
Reset password bot	2	<1	0.1	0	2	0	0	0
Sprint - Align story version and dates...	1	9	9.5	1	0	0	0	0
Set user story due date	1	2	1.6	0	1	0	0	0
All Issues - Keep Epic estimates in sync	1	<1	0.2	0	1	0	0	0
Create story sub-tasks	1	3	2.8	1	0	0	0	0
Send notification to Slack when Sprin...	1	<1	0.9	0	1	0	0	0
Bug - Auto assign incoming bugs	1	<1	0.1	0	1	0	0	0

Showing top 20 rules

# Chapter 11: Beyond Automation; an Introduction to Scripting



```

1 // get custom fields
2 def customFields = get("/rest/api/2/field")
3     .asObject(List)
4     .body
5     .findAll { (it as Map).custom } as List<Map>
6
7 // find the IDs for the Impact and Urgency custom fields
8 def impactCFId = customFields.find { it.name == 'Impact' }?.id
9 def urgencyCFId = customFields.find { it.name == 'Urgency' }?.id
10
11 // get the Impact and Urgency values for this issue
12 def impact = issue.fields[impactCFId]
13 def urgency = issue.fields[urgencyCFId]
14
15 // set the default priority to 'Lowest'
16 def priority = 'Lowest'
17
18 // work out the correct priority
19 switch (impact) {
20     case 'High':
21         if (urgency == 'High') priority = 'Highest'
22         if (urgency == 'Medium') priority = 'High'
23         if (urgency == 'Low') priority = 'Medium'
24         break
25     case 'Medium':
26         if (urgency == 'High') priority = 'High'
27         if (urgency == 'Medium') priority = 'Medium'
28         if (urgency == 'Low') priority = 'Low'
29         break
30     case 'Low':
31         if (urgency == 'High') priority = 'Medium'
32         if (urgency == 'Medium') priority = 'Low'
33         if (urgency == 'Low') priority = 'Lowest'
34         break
35 }
36
37 // update the issue with the new priority
38 def resp = put("/rest/api/2/issue/${issue.key}")
39     .header('Content-Type', 'application/json')
40     .body([
41         fields: [
42             priority: [name:"${priority}"]
43         ]
44     ]).asString()

```

Script Listener called: •

[View Script Listener](#)

Remove

Incident priority matrix

As this user

Current User ▼

Identified by:

9CA78A13-5E37-459C-B266-499882DEEE24

If the following condition evaluates to true:

```
1 issue.issueType.name == 'Incident'
```

Enabled

History

(newest on right):

Show all evaluations

On these events:

Issue Created x

Issue Updated x

x ▼

The expression to be evaluated to determine if the code should execute. **The result of this expression must equal to true.** Please carefully read [the documentation](#) for details on how to write the expression. Make sure you only use bindings available for the context of the chosen event.

In these projects:

IT Service Desk (DESK) x

x ▼

(Only applies to issue, project, issuelink (source issue), version and comment related events)

Code to run:

Script context ▼

You can make [REST requests](#) using [Unirest](#) which is automatically imported into your code.

There are parameters/variables that are automatically available for use within your script: [Show Me](#)

```
1 // get custom fields
2 def customFields = get("/rest/api/2/field")
3     .asObject(List)
4     .body
5     .findAll { (it as Map).custom } as List<Map>
6
7 // find the IDs for the Impact and Urgency custom fields
8 def impactCFId = customFields.find { it.name == 'Impact' }?.id
9 def urgencyCFId = customFields.find { it.name == 'Urgency' }?.id
10
11 // get the Impact and Urgency values for this issue
12 def impact = issue.fields[impactCFId]
13 def urgency = issue.fields[urgencyCFId]
14
15 // set the default priority to 'Lowest'
16 def priority = 'Lowest'
17
18 // work out the correct priority
19 switch (impact) {
20     case 'High':
21         if (urgency == 'High') priority = 'Highest'
22         if (urgency == 'Medium') priority = 'High'
23         if (urgency == 'Low') priority = 'Medium'
24         break
25     case 'Medium':
```

Examples: [Add Comment On Issue Created](#), [Calculated Custom Field](#), [Create Issues On Project Creation](#), [Create Issues Script](#), [Get Custom Field Value](#), [Notify On Priority Change](#), [Update Multiple Fields](#), [Update Parent With Estimate Sum](#), [Update Parent With Subtask Count](#) ✔

History

(newest on right):

✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔  
19m 19m 17m 17m 15m 11m 11m 11m 11m

Save

Revert

```

1  import com.atlassian.jira.component.ComponentAccessor ①
2  import com.atlassian.jira.event.type.EventDispatchOption
3  import com.atlassian.jira.issue.MutableIssue
4
5  // retrieve the issue from the event ②
6  def issue = event.issue as MutableIssue
7
8  // only continue if the issue type is Incident ③
9  if (issue.issueType.name == 'Incident') {
10     // retrieve the Impact and Urgency custom fields
11     def impactCF = ComponentAccessor.customFieldManager.getCustomFieldObjectsByName('Impact')[0] ④
12     def urgencyCF = ComponentAccessor.customFieldManager.getCustomFieldObjectsByName('Urgency')[0]
13
14     // retrieve the values for the Impact and Urgency fields as Strings
15     def impact = issue.getCustomFieldValue(impactCF).toString() ⑤
16     def urgency = issue.getCustomFieldValue(urgencyCF).toString()
17
18     // default priority will be 'Lowest'
19     def priority = 'Lowest'
20
21     // work out the correct priority
22     switch (impact) { ⑥
23         case 'High':
24             if (urgency == 'High') priority = 'Highest'
25             if (urgency == 'Medium') priority = 'High'
26             if (urgency == 'Low') priority = 'Medium'
27             break
28         case 'Medium':
29             if (urgency == 'High') priority = 'High'
30             if (urgency == 'Medium') priority = 'Medium'
31             if (urgency == 'Low') priority = 'Low'
32             break
33         case 'Low':
34             if (urgency == 'High') priority = 'Medium'
35             if (urgency == 'Medium') priority = 'Low'
36             if (urgency == 'Low') priority = 'Lowest'
37             break
38     }
39
40     // find the Priority object
41     def newPriority = ComponentAccessor.constantsManager.priorities.find { it.name == priority } ⑦
42
43     // change the priority of the issue
44     issue.setPriority(newPriority) ⑧
45
46     // update the issue to persist the changes
47     ComponentAccessor.issueManager.updateIssue(event.user, issue, EventDispatchOption.DO_NOT_DISPATCH, false) ⑨
48 }

```

## Custom listener

Write your own groovy class as a custom listener.

Documentation & Tips

[Show](#)

Note

An optional note, used only for your reference.

Project(s)

Filter on events for these projects. Some events, eg User events, are not associated with a project.

Events

Which events to fire on.

Script

SCRIPT FILE

```

13
14 // retrieve the values for the Impact and Urgency fields as Strings
15 def impact = issue.getCustomFieldValue(impactCF).toString()
16 def urgency = issue.getCustomFieldValue(urgencyCF).toString()
17
18 // default priority will be 'Lowest'
19 def priority = 'Lowest'
20
21 // work out the correct priority
22 switch (impact) {
23     case 'High':
24         if (urgency == 'High') priority = 'Highest'
25         if (urgency == 'Medium') priority = 'High'
26         if (urgency == 'Low') priority = 'Medium'
27         break
28     case 'Medium':
29         if (urgency == 'High') priority = 'High'
30         if (urgency == 'Medium') priority = 'Medium'
31         if (urgency == 'Low') priority = 'Low'
32         break
33     case 'Low':
34         if (urgency == 'High') priority = 'Medium'
35         if (urgency == 'Medium') priority = 'Low'
36         if (urgency == 'Low') priority = 'Lowest'
37         break
38 }
39
40 // find the Priority object
41 def newPriority = ComponentAccessor.constantsManager.priorities.find { it.name == priority }
42
43 // change the priority of the issue
44 issue.setPriority(newPriority)
45
46 // update the issue to persist the changes
47 ComponentAccessor.issueManager.updateIssue(event.user, issue, EventDispatchOption.DO_NOT_DISPATCH, false)
48 }
    
```

Show snippets

Enter your script here. If you are using a file then use the path to the script accessible on the server - or the fully-qualified class name for the class in the form com.acme.MyListener

[Preview](#) [Add](#) [Cancel](#)