

Smart Value Examples

JQL queries and smart values used in the example rules in the “Use Cases and Examples” course section

Course Section: Communicating Information

Rule name: Outage notification for customer service

JQL Condition

- “Request Type” = **request-type** and (text ~ **keyword**)
 - Example: “Request Type” = “Report a system problem (HELP)” and (text ~ down or text ~ outage or text ~ inaccessible or text ~ “server error”)

Comment on Issue Action

Heads up [~accountId:**account-id**]!

Your team may receive customer communications or trouble reports for the following areas:

{{issue.components.name}}.

Follow [{{issue.key}}]{{issue.url}} for additional information and status updates.

Course Section: Updating Information

Rule name: Count repeated test case failures

Edit Issue Action—Increment JSON

```
{
  "update": {
    "customfield_10261": [{
      "set": {{#increment}}{{issue.customfield_12345}}{/}}
    ]
  }
}
```

Course Section: Repeating Frequent Tasks

Rule name: Create monthly invoicing task

Summary

- {{now.format("yyyy")}}-{{now.format("MM")}} Monthly invoicing

Due Date

- `{{now.lastBusinessDayOfMonth}}`

Course Section: Syncing Information

Rule name: Link issues mentioned in comments

Smart Values Condition

- First value: `{{comment.body}}`
- Regular expression: `[A-Z]+\d+`

Link Issues Action

- `{{comment.body.match("[A-Z]+\d+")}}`

Course Section: Performing Maintenance

Rule name: Close unverified requests

Comment on Issue Action

Hi `{{reporter.displayName}}`,
We haven't heard back from you in a while, so we've closed this support request for now.
If you still need assistance, please let us know by adding a comment to the request.
Thanks, and have a great day!
The team at Strategy for Jira

Course Section: Sending Alerts

Rule name: VIP response deadline alert

JQL Condition

- Reporter in `membersOf("group-name")`
- Example: reporter in `membersOf("executives")`

Send Email Action

Hi `{{assignee.displayName}}`,
A VIP issue is awaiting your response!
`{{issue.key}}`: `{{issue.summary}}`
`{{issue.url}}`
Get to it!