

TUTORIAL

Automatically escalate overdue issues in Jira



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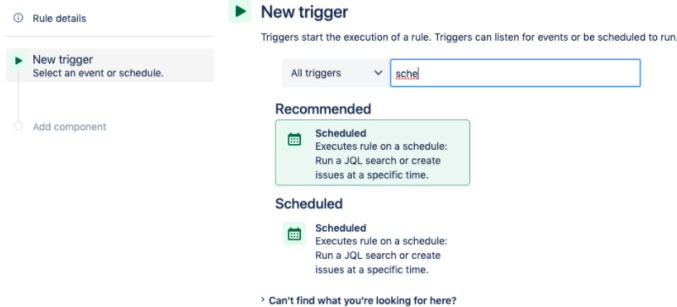
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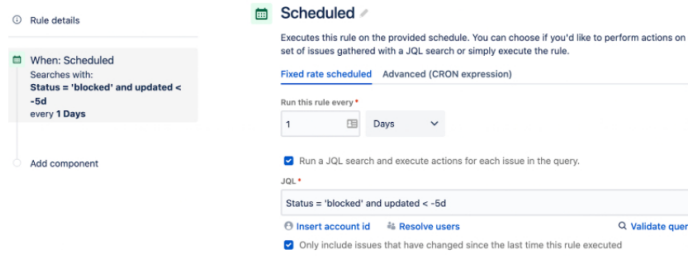
This guide will detail how to create a new automation rule that searches for overdue issues once a day, sends a Slack reminder to the team, and adds a comment to the issue. You will need an active Jira project.

Step 1. Create a rule

Navigate to the Automation space in your project settings. In the Rule tab, click on the **Create rule button** in the top right corner of the screen. On the **New Trigger** screen search for and select the **Scheduled** trigger



Configure the **Scheduled** action to query for issues with a "blocked" status that haven't been updated for more than five days. This uses JQL to dynamically select a set of issues.



Step 2. Add component

Select **Add component** from the Rule details list on the left sidebar. Search for and select the **Comment on issue** component.



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All actions

comm

Issue actions

Comment on issue

Add a comment to an issue.

Delete comment

Remove a comment from an issue

> Can't find what you're looking for here?

Cancel

Use the **Comment on issue** screen to compose a comment message that the automation rule will automatically apply to transitioned issues. The comment acts as a template string and can interpolate data. The “How do I access issue data in my comment?” link provides examples of how to use the templating system.

Below the comment is configured to inject the **reporter.displayName** value. You can customize your comment to your liking. Click the **Save** button when completed.

Rule details

When: Scheduled

Searches with:

Status = 'blocked' and updated < -5d every 1 Days

Then: Add comment to issue

Hello {{reporter.displayName}}, This issue has been marked as stale and has been escalated for review. I am

Add component

Comment on issue

Please enter the comment to add:

Comment*

Hello {{reporter.displayName}},

This issue has been marked as stale and has been escalated for review. I am

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

Cancel

Save

Step 3. Add a Lookup issues action

Next, add **New action** and search for the **Lookup issues** action.

Rule details

When: Scheduled

Searches with:

Status = 'blocked' and updated < -5d every 1 Days

Then: Add comment to issue

Hello {{reporter.displayName}}, This issue has been marked as stale and has been escalated for review. I am

And: New action

Select an action to perform.

Add component

New action

Actions perform changes to a system.

All actions

100

Recommended

Lookup issues

Search for issues using JQL.

NEW

Advanced

Lookup issues

Search for issues using JQL.

NEW

> Can't find what you're looking for here?

Cancel

This action aggregates the queried issues into a list for batch actions. This is useful to avoid duplicate follow-up actions. Configure the **Lookup issues** action so it uses the same JQL query as the schedule trigger.

Lookup issues

Search for up to 100 issues using JQL and include the results list in other actions by using the **{{lookupissues}}** smart value.

You can access a limited number of fields for these issues in other actions and conditions. [Learn more about issue properties for Lookup issues.](#)

JQL *

Status = 'blocked' and updated < -5d

Insert account id

Resolve users

Validate query

Cancel Save

The following is another example of adding an action component to this rule. On the **Add Action** screen, search for and select the **Send Slack message** action.

Rule details

When: Scheduled
Searches with:
Status = "blocked" and updated < 5d every 1 Days

Then: Transition the issue to
IN REVIEW

And: Add comment to issue
Hello, {{reporter.displayName}} This issue has been blocked for more than 5 days and has been escalated to our

And: New action
Select an action to perform.

New action

Actions perform changes to a system.

All actions ▼ sla

Notifications

Send Slack message
Send a message to a Slack channel.

Can't find what you're looking for here?

Cancel

Step 4. Add Slack message

To enable the **Send Slack message** action you will need the Webhook URL, which you can get from your Slack administrator. This allows you to specify the message, channel, or user to send the Slack message to. Once you configure the **Send Slack message** action, click the **Save** button.

Send Slack message

Webhook URL *

https://hooks.slack.com/messages

Please configure an incoming webhook in your Slack account.

Message *

Hi team!

These blocked items have not been looked for more than 5 days and need your attention!

{{#lookupIssues}}
{{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 user

Channel or user

@JiraBot

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

The rule is fully configured now. When you check the **Rule details** on the left sidebar, it should look like the following:

Rule details

When: Scheduled
Searches with:

Status = 'blocked' and updated < -5d
every **1 Days**



Then: Add comment to issue

Hello {{reporter.displayName}}, This issue has been marked as stale and has been escalated for review. I am



And: Lookup issues

Search for issues using JQL

Status = 'blocked' and updated <