

Automatically assign created issues based on criteria in Jira



BY KEV ZETTLER

BROWSE TOPICS

- Agile manifesto
- The agile advantage
- DevOps
- Agile Teams
- **Agile tutorials**

Overview

How to do scrum with Jira Software

Learn advanced scrum with Jira Software

Learn kanban with Jira Software

Learn how to use Epics in Jira Software

Learn how to create an agile board in Jira Software

Learn how to use sprints in Jira Software

Learn Versions with Jira Software

Learn Issues with Jira Software

Learn burndown charts with Jira Software

Auto-create sub-tasks and update fields in Jira

- **How to automatically assign issues with Jira Software Automation**

How to sync epics stories with Jira Software Automation

Automatically escalate overdue issues in Jira

➤ About the Agile Coach

All articles

You can create a Jira automation rule by using an if/else condition, which automatically assigns issues to groups of users based on their issue types.

Navigate to the **Automation** tab of your **project settings** in Jira. In the rules tab, click on **Create rule** in the top right corner of the screen. On the **New trigger** screen select **Issue created** and click **Save**.

The screenshot shows the 'New trigger' section of the Jira Automation interface. A green box highlights the '+ Issue created' component under the 'Recommended' section. The component description states: 'Rule is run when an issue is created.' Below the component are 'POPULAR' and 'New trigger' links.

On the Add component screen, click **New condition**.

The screenshot shows the 'Add component' section of the Jira Automation interface. A yellow box highlights the '+ New condition' component under the 'Recommended' section. The component description states: 'Actions will only execute if all conditions preceding them pass.' Below the component are 'New action', 'Branch rule / related issues', and 'New condition' links.

On the **New condition** screen select the **if/else block** option. This creates a condition that initiates an action depending on criteria in the automation rule.

The screenshot shows the 'New condition' section of the Jira Automation interface. A yellow box highlights the '+ If: New condition' component under the 'Recommended' section. The component description states: 'Select a condition to narrow the scope of your rule.' Below the component are 'Advanced compare condition', 'Issue attachments', 'Issue fields condition', 'JQL condition', and 'Related issues condition' links.

PRODUCT DISCUSSED**Jira Software**

Save time and deliver value faster with automation

[Get it free →](#)
SUBSCRIBE

Sign up for more articles

Email

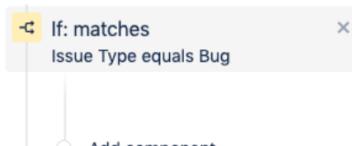
email@example.com

[Subscribe](#)

On the **If block** screen, click **Add Conditions...**

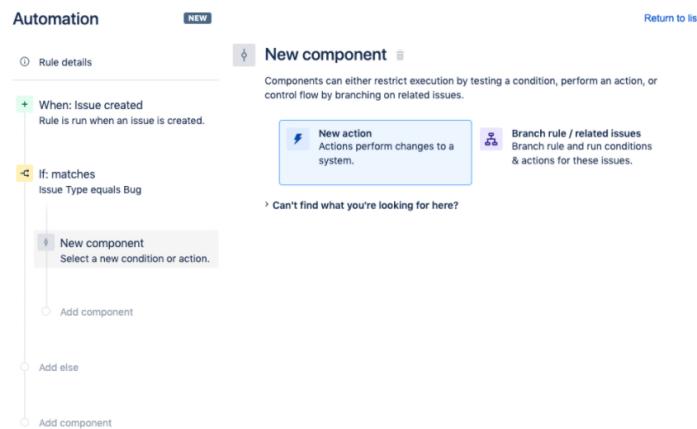
For this demo we set the condition for **Issue Type > equals > Bug**. Be sure to click **Save**.

Next, add an action that assigns bugs to a certain group of users. On the left sidebar, which has a summary of the automation rule, click the **Add component** text underneath the **If:matches** condition.

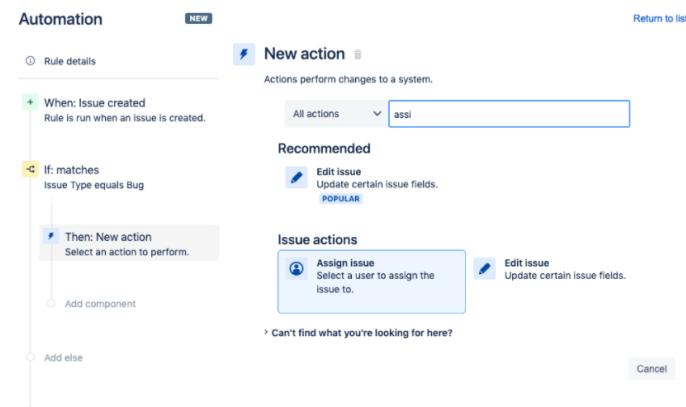


Add component

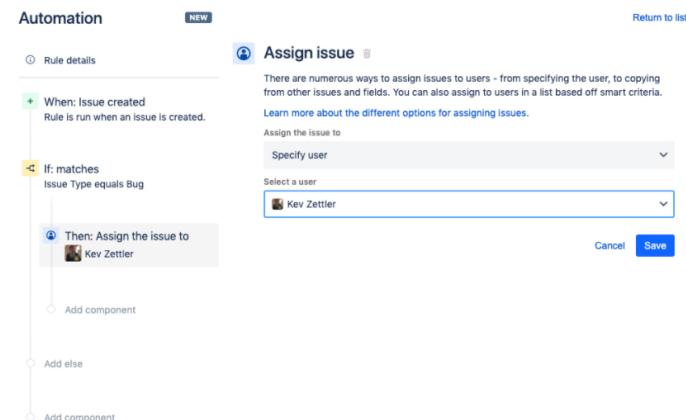
You will be prompted for a **New component**. Click **New Action**.



On the **New Action** screen search for and click the **Assign issue** option.



From the **Assign issue** prompt, select a user who will be assigned issues. Click the **Save** button.



Next you can add an **if/else** condition to the **If:matches** condition. If the condition in the **If block** does not match, then the rule will evaluate the **Else block**. Click on the **Add else** text on the left sidebar.

else text on the left sidebar.



You will be brought to the **Else block** screen. Click the **Add conditions** text and select another **Issue fields condition**.

Automation NEW

Rule details

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

If: matches
Issue Type equals Bug

Then: Assign the issue to
Kev Zettler

Add component

Else

Add component

Add component

Else block

Select condition type

- Advanced compare condition
- Issue attachments
- JQL condition
- Related issues condition
- User condition
- Issue fields condition**

+ Add conditions...

Cancel Save

Add a new condition to the **Else-if block**. The example below demonstrates how to add a new **Else-if** condition that is activated when the issues type value equals **Task**.

Automation NEW

Rule details

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

If: matches
Issue Type equals Bug

Then: Assign the issue to
Kev Zettler

Add component

Else-if: matches
Issue Type equals Task

Add component

Add else

Add component

Else block

Issue fields condition

Checks whether an issue's field meets a certain criteria. Learn more.

Field * Issue Type

Condition * equals

Value Field Task

+ Add conditions...

Cancel Save

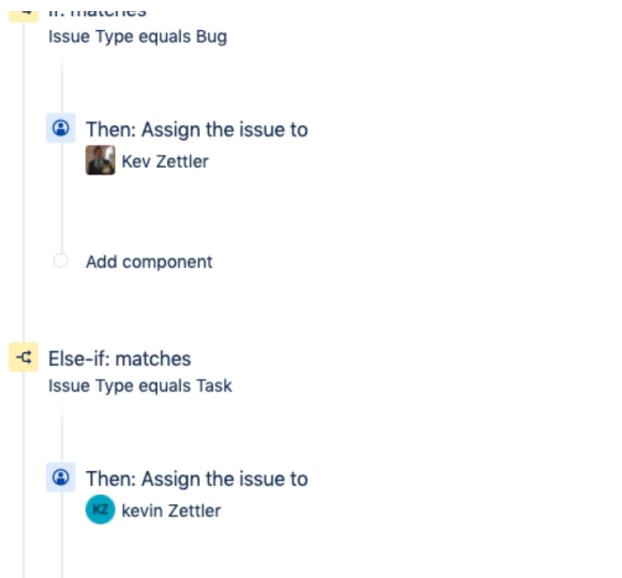
Repeat the steps to add an action to the **Else-if** condition. The example below illustrates how to create an additional action that assigns the issue to another user.

Automation NEW

Rule details

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

If: matches



This rule has **If** and **Else-if** conditions that checks for a certain type of issue so that subsequent actions are performed once either condition matches. Next, fill in the remaining **Else** condition with another action. Click on the **add else** text located on the rule details sidebar then click the Save button. Repeat the above steps for adding an **Assign issue** action to the new **Else** condition.

The example below reveals how to set the **Assign issue** action to automatically assign the issue to a user in a list.

Automation [NEW](#) [Return to list](#)

Rule details

- + When: Issue created Rule is run when an issue is created.
- If: matches**
Issue Type equals Bug
- Then:** Assign the issue to Kev Zettler
- Add component
- Else-if: matches**
Issue Type equals Task
- Then:** Assign the issue to kevin Zettler
- 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

A user in a defined list

Method to choose assignee

Balanced workload

JQL to restrict issues

`statusCategory != Done`

Insert account id Validate query

User list*

Kev Zettler kevin Zettler Automation for Jira

Cancel **Save**

This **Assign issue** demonstrates the **Balanced workload** assignment that automatically assigns the issue to users in the list. The **Balanced workload** assignment evenly distributes assignments so that a user in the list is not assigned more issues than the others. Once you configure the new **Assign issue** action, click the **Save** button.

The following screenshot details what the final rule details