




Jira automation actions

Actions are the *doers* of your rule. They allow you to automate tasks such as editing a work item, sending a notification, or creating sub-tasks.

 See how to use all of these actions in our [Jira automation template library](#).

Assign work item

- **Use smart values here:** Yes
- **Required permissions:** Assign work items, Assignable user

Assigns a work item to a user.

You configure how to assign work items:

A user in a defined list – If a work item passes a restriction specified in JQL, assign it to a user from a specified list of users based on:

- **Balanced workload:** Each user has an equal number of work items (scope defined in JQL)
- **Random:** Assigns randomly from the list
- **Round-robin:** Assigns in sequential order of the list

Another field value or comment – Assign it to a user associated with the work item's user field values or comments.

For example,

Components in Jira automation

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Automatic – Assign it to the space’s default assignee.

Copy from another work item – Copy the assignee from a related work item. (Or use JQL to specify work item criteria).

Smart value – Assign it based on a [smart value](#). For example, when a work item is commented on, assign it to the comment’s author.

Specify user – Assign it to a person you select.

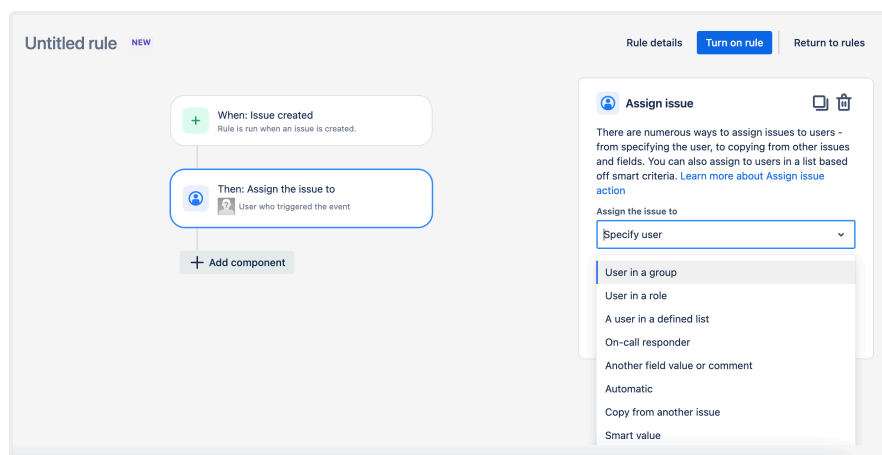
Unassigned – Remove existing user and set the work item as ‘Unassigned’.

User who triggered the event – Assign it to the user who triggered the event.

User in a role – Assign it to a specific role within a team.

User in a group – Assign it to someone in a specified user group.

On-call responder – Assign it to who is on-call, based on a team's Opsgenie on-call schedule. If the schedule includes multiple rotations, responders are assigned randomly.



Attach forms

i Space-specific. Can’t be configured globally.

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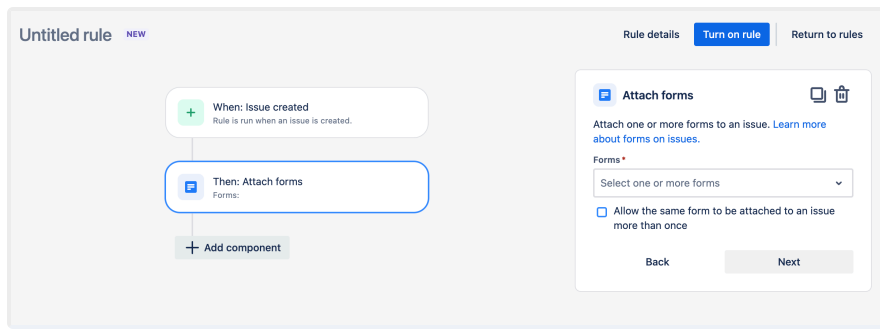
[Lookup objects](#)

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Attach forms with values

i Space-specific. Can't be configured globally.

Attach a form with values to an existing work item so you can populate forms with content from your chosen data source. These can either be smart values or predefined values such as choices. These forms will be attached to work items with their inputs saved, not yet submitted.

Assets and attachment form field types also aren't supported at this time. [Read more about how forms work in the work item view](#)

Change form status

i Space-specific. Can't be configured globally.

Change a form from one status to another. [Read more about form statuses](#)

Clone work item

- **Use smart values here:** Yes

Creates a duplicate of a work item within the same space or a space of your choosing.

It can be used as part of a [workaround](#) for moving work

[Other things to note](#)

[Transition work item](#)

[Use Roovo agent](#)

[Add service space customer](#)

[Approve/Decline request](#)

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[Send message to Amazon SNS topic](#)

[Run AWS SSM document](#)

[Restart Virtual Machine in Azure](#)

[Start runbook in Azure](#)

[Add stakeholders to incident](#)

[Create post-incident review](#)

[Create Zoom meeting for incident](#)

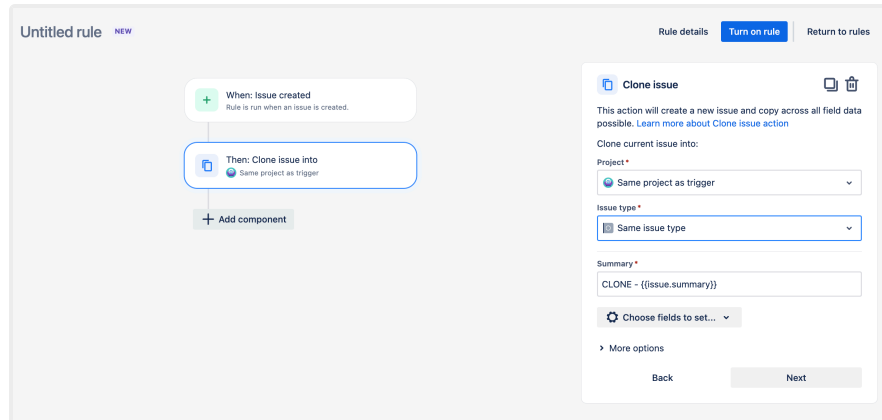
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be cleared. It is not a true clone and won't be linked to the original work item.

You can also set values to override any copied data in supported fields. For Jira Service Management, you set both Jira fields and Assets fields. [Learn more about Assets in Jira Service Management](#).

Select **More options** to display additional fields for [advanced field editing](#).

This action will not clone work item links or comments.



In the action, when you set the **Organizations** field and choose **Use reporter's email domain**, it checks only the domains explicitly added to an [organization's Manage email domains list](#). If the reporter's domain matches exactly **one organization**, that organization is automatically selected. If the domain matches **more than one** organization, **any one of the organizations** associated with that email domain will be selected. If the domain isn't listed anywhere and you've selected **Create organization if it doesn't exist**, a new organization will be created using the email domain as its name.

Comment on work item

- **Use smart values here:** Yes

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[How to find the app ID](#)

[Send direct message on Slack](#)

[Send message on Slack channel](#)

[Add members to Slack channel](#)

[Add bookmarks to Slack channel](#)

[Create Microsoft Teams chat or meeting for incident](#)

[Run script using Jira Edge Connector](#)

[Change alert status](#)

[Launch job template in Ansible](#)

[Run a query in New Relic](#)

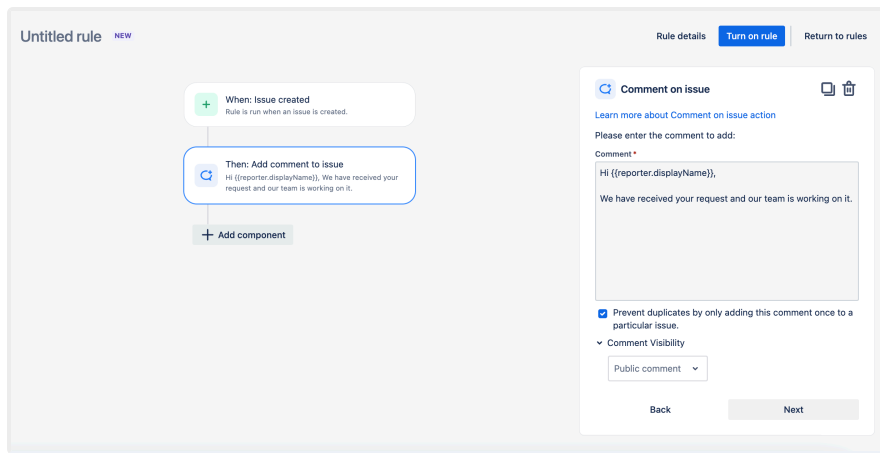
[Delay](#)

[Delay until an alert event occurs](#)

[Re-fetch alert data](#)

[Community](#)

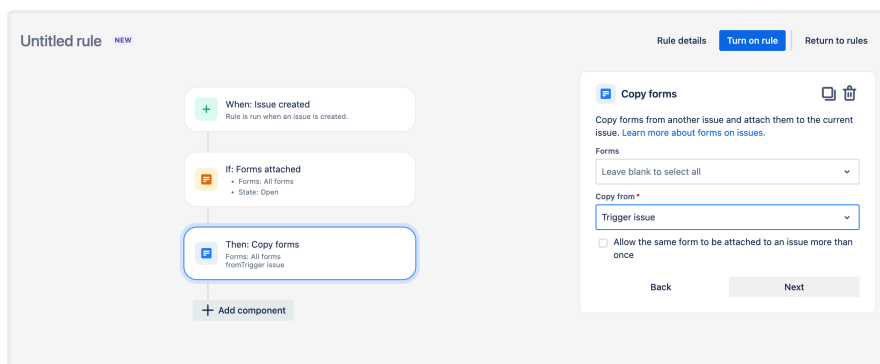
[Questions, discussions, and articles](#)



Copy forms

- i** Form actions are only space-specific and can't be configured globally.

Copy one or more forms from one work item to the current work item.



Create branch in (product name)

Creates a branch in the tool of your choosing. There are currently three actions that do this:

- **Create branch in Bitbucket**
- **Create branch in GitHub**
- **Create branch in GitLab**

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Branch names cannot:

- Be HEAD , as this is a reserved word
- Start or end with /
- Start or end with .
- End with .lock
- Contain a space
- Contain the following symbol sets: . , ~ , ^ , : , ? , * , [, / , \ , @ {

Create Confluence page

- **Use smart values here:** Yes

Creates a Confluence page (or blog) in an Atlassian Cloud site of your choosing. Note that this creates the Confluence page, but it doesn't enter any content. This means while you can define the page title using smart values, the automation rule can't define any of the page content.

Requires a connection between your Jira space and Confluence. [Learn more about using Jira automation with Confluence.](#)

Create work item

- **Use smart values here:** Yes
- **Required permissions:** Browse spaces, Create work items

Creates a work item of any type in a space. You can select fields to configure and set their values. You can copy attachments by selecting the **Attachment** field from the list of supported work item fields and then choosing the source work item from which attachments need to be copied.

Select **More options** to display additional fields for [advanced field editing](#).

For Jira Service Management, you can set both Jira fields and Assets fields. For Jira Service Management, if the rule is

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In the action, when you set the **Organizations** field and choose **Use reporter's email domain**, it checks only the domains explicitly added to an [organization's Manage email domains list](#). If the reporter's domain matches exactly **one organization**, that organization is automatically selected. If the domain matches **more than one** organization, **any one of the organizations** associated with that email domain will be selected. If the domain isn't listed anywhere and you've selected **Create organization if it doesn't exist**, a new organization will be created using the email domain as its name.

Create lookup table

Create a table of key-to-value mappings and assign it to a smart value, which can be used in other actions and conditions in your rule. In the following example:

Lookup table variable name *

departments

Access your lookup table variable in other actions by using {{departments.get(...)}}

Define table entries

Each Key will return its corresponding Value. The Value that you define here can be a constant or a smart value. You can add up to 20 entries.

Key	Value	
HR	Human Resources	+ Remove
IT	Information Technology	+ Remove
Ops	Operations	+ Remove
RandD	Research and Development	+ Remove

+ Add another entry

Cancel Save

The smart value `{{departments.get("HR")}}` would return **Human Resources**.

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priority need to be completed within the week, while bugs that are lowest priority can be completed within the next 6 months.

You could create a key/value map with the following values:

Lookup table variable name *

dueDates

Access your lookup table variable in other actions by using `{{dueDates.get(...)}}`

Define table entries
Each Key will return its corresponding Value. The Value that you define here can be a constant or a smart value. You can add up to 20 entries.

Key	Value	
Lowest	<code>{{now.plusMonths(6)}}</code>	Remove
Low	<code>{{now.plusMonths(2)}}</code>	Remove
Medium	<code>{{now.plusWeeks(3)}}</code>	Remove
High	<code>{{now.plusWeeks(2)}}</code>	Remove
Highest	<code>{{now.plusWeeks(1)}}</code>	Remove

Add another entry

And then, using the **Edit work item** action and the `{{dueDates.get(issue.Priority.name)}}` smart value, you can automatically assign due dates based on how urgent the bug is:

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

`{{dueDates.get(issue.Priority.name)}}`

[Pick a date](#)

Note that when nesting smart values in this way, the value returned by the nested smart value must be a string. So in this example, if you instead used `issue.Priority.id`, it won't work

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is a smart value that produces a collection, list, or array of values.

You can use the smart value dot notation in both the key and value input fields to drill down to the value that you wish to use.

Note: your key-to-value map can only be called within the same rule. If the action is used in a branch, the smart value can only be used within the same branch. Key/value mappings don't carry across to other rules or branches.

Example use case using Assets

Let's say that you have an Assets schema that you use to store some information:

My Schema

SCHEMA TREE

Project Details

Project Details

2 Objects							
Icon	Key	Name	Created	Updated	Slack channel	Space Key	
	MS-135	Development	May 09, 2025, 1:23 PM	Jun 10, 2025, 3:59 PM	#developers	DEVELOP	
	MS-134	Testing	May 07, 2025, 1:35 PM	Jun 10, 2025, 4:00 PM	#testing	TEST	

In this example we have the Slack channel and Confluence space key for a few teams. We can then create a lookup table from this:

When: Add a trigger

Then: Lookup objects

And: Create lookup table

And: Add value to the audit log

Lookup objects

Schema: My Schema

Query: objectType = "Project Details"

When: Add a trigger

Then: Lookup objects

And: Create lookup table

Create Dynamic Mapping Variable

Dynamic Source: {{lookupObjects}}

Table variable name: projectSpace

Audit log

📅 Date & time

☰ Audit log ID

Reset filters



1-14

Date & time

Audit log ID

06/10/2025, 16:05:08

500060380

- ✓ **Scheduled** 06/10/2025, 16:05:09
- ✓ **Lookup objects** 06/10/2025, 16:05:09
- ✓ **Create Dynamic Mapping Variable** 06/10/2025, 16:05:11
- 📅 **Log action** 06/10/2025, 16:05:11
 - Log
 - DEVELOP

Example using Send Web Request

The result of a send web request can also be turned into a lookup table. Consider the following example rule that calls out to a jokes API:

The screenshot shows a rule configuration interface. On the left, a flowchart shows the rule logic: 'When: Add a trigger' (An event that triggers the rule to run) leads to 'Then: Send web request' (GET https://icanhazdadjoke.com/search), which then leads to 'And: Create lookup table' (Create Dynamic Mapping Smart Value), and finally 'And: Add value to the audit log' (example: get("REQ2REQval3")).

The main panel shows the configuration for the 'Send web request' action. It includes fields for 'Web request URL' (https://icanhazdadjoke.com/search), 'HTTP method' (GET), and 'Web request body' (Empty). There are checkboxes for 'Delay execution of subsequent rule actions until we've received a response for this web request' and 'Continue running the rule even if the request response is not successful (i.e. non-200 response)'. A note indicates that the rule should be set up to handle request errors using the 'if/else and advanced compare condition'.

Below the main configuration, there is a section for 'Headers (optional)' with a table for 'Key', 'Value', and 'Hidden'. The table has two rows: 'Content-Type' with value 'Application/JSON' and 'Accept' with value 'application/json'. There is a '+ Add another header' button.

At the bottom, there are links for 'Validate your web request configuration' and 'How do I access web request response values in subsequent rule actions?'.

The screenshot shows a rule configuration interface. On the left, a flowchart shows the rule logic: 'When: Add a trigger' (An event that triggers the rule to run) leads to 'Then: Send web request' (GET https://icanhazdadjoke.com/search), which then leads to 'And: Create lookup table' (Create Dynamic Mapping Smart Value), and finally 'And: Add value to the audit log' (example: get("REQ2REQval3")).

The main panel shows the configuration for the 'Create Dynamic Mapping Variable' action. It includes a field for 'Dynamic Source' ((webResponse.body.results)) and a field for 'Table variable name' (example). There is a note indicating that the table variable can be any list smart value from a look up across the Atlassian Ecosystem or a Webhook.

Below the main configuration, there is a section for 'Define entries' with a table for 'Key' and 'Value'. The table has two rows: 'id' with value 'joke'.

At the bottom, there are links for 'Back' and 'Next'.

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Selecting **Add fields** will convert the **Create sub-tasks** action into a [Create work item](#) (work item type: sub-task) action, allowing you to set additional fields.

Create sprint

- **Use smart values here:** Yes
- For Jira only.

Creates a sprint in a chosen software space board:

- For company-managed spaces, the board must be a Scrum board.
- For team-managed spaces, the board must have the **Sprints** feature enabled. .

You also have the option of entering specific values for start date, end date, and goal. For start and end dates, you may find it useful to use date and time smart values. For example, you could set `{{now}}` as the start date, and `{{now.plusweeks(2)}}` as the end date. [Learn more about date and time smart values](#).

Some things to note:

- If you set a start date, you must also set an end date.
- A sprint name can't be more than 30 characters, so you'll need to be mindful of sprint names that you manually enter, as well as smart values that return text that is too long.

Create variable

- **Use smart values here:** Yes

Define your own smart value, which can be used in other actions and conditions in the same rule. The smart value you define can consist of other smart values, as well as math functions.

Note that this will always return a string. For example, if you created variable called `Stakeholders` with the smart value

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rule by using the `{{object.id}}` smart value. This action is available in both project rules and global automation rules.

[Explore Assets in Jira Service Management](#)

Related smart values

- `{{object.id}}`
- `{{object.key}}`
- `{{object.<attribute name>}}`

Delete comment

- **Use smart values here:** Yes

Can be used to delete a comment on a work item. There are two different ways to use this action:

- Deleting a trigger comment: If the rule uses a trigger that involves adding a comment, such as **Work item commented**, **Work item transitioned**, or **Work item updated**, `{{comment.id}}` will delete that comment.
- Deleting other comments: Delete a comment on an active work item by using a comment smart value, such as `{{issue.comment.first.id}}`.

Delete work item

- **Use smart values here:** No

Deletes the current work item that is in context.

This action allows you to remove unwanted work items from Jira, such as when [automating moving work items between spaces](#).

Delete work item links

- **Use smart values here:** No

This action allows you to remove any work item links currently on a work item. You can remove all work item links of a certain type (for example, remove all "blocked by" work items), or

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- Last comment: Edit the most recent comment on a work item.
- Trigger comment: Edit the comment that triggered the rule. Used with triggers such as **Work item commented** or **Work item comment edited**. [Learn more about automation triggers](#).
- Smart value: Choose a comment to edit by providing a comment smart value.

Once you've selected an option, you can leave the next field blank to keep the comment unchanged; this is useful if you only want to edit the comment's visibility, and nothing else. Entering the smart value `{{currentComment}}` will return the current content of the comment; this is useful if you want to retain the current comment and add content before or after it.

Edit Assets field attributes

- **Use smart values here:** Yes

For Jira Service Management only. This action edits the attribute values of an Assets field. You can enter either a smart value, a string value, or the ID/Key of an Assets object. If the field is left empty here, the object's value will be cleared.

Assets attributes can have many different types of values (string, integer, user, date, reference object, etc.), so you have to get the input right here. This rule will result in an error if the value in this action doesn't match the attribute type.

Edit work item

- **Use smart values here:** Yes

Edit the current work item by choosing the field to set and value to add. For Jira Service Management, you can edit both Jira fields and Assets fields. [Learn more about Assets in Jira Service Management](#).

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organization, that organization is automatically selected. If the domain matches **more than one** organization, **any one of the organizations** associated with that email domain will be selected. If the domain isn't listed anywhere and you've selected **Create organization if it doesn't exist**, a new organization will be created using the email domain as its name.

Edit object

- Use smart values here: Yes
- For Jira Service Management only.

Updates an object's attribute values. You can enter either a smart value, a string value, or the ID/Key of an Assets object. If the field is left empty here, the object's value will be cleared.

Assets attributes can have many different types of values (string, integer, user, date, reference object, etc.), so you have to get the input right here. This rule will result in an error if the value in this action doesn't match the attribute type. [Learn more about Assets in Jira Service Management](#).



You can only use this action:

- for global automation rules and only when an object is the focus of the rule. For example, if the rule begins with an **Object trigger**, the object that triggered the rule will be the object that is edited by this action.
- when it's under a branch on an AQL branch. It won't work on its own and it won't work with the **Lookup objects** action.

Edit request type

- **Use smart values here:** Yes
- For Jira Service Management only.

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Link work items

- **Use smart values here:** Yes

Links a work item to another by selecting the link type and the work item to link.

You can link to the work item that triggers the rule, the current work item on a **Related work items** branch, a smart value, or a work item key.

Link work item to focus area

Required permissions: **User** role in Focus with **Add work** Jira permissions

Links work items that meet the conditions to a focus area.

Link vulnerability to work item

- **Use smart values here:** No
- Can only be used with **Vulnerability found** trigger.

Links the trigger vulnerability to a work item.

To create and link a new work item for every trigger vulnerability:

1. Create an automation with the **Vulnerability found** trigger and the **Create work item** action.
2. In the drop-down menu in the **Link work item to vulnerability** action, choose the most recently created work item.

To link all trigger vulnerabilities to one work item:

1. Create an automation with the **Vulnerability found** trigger.
2. In the drop-down menu in the **Link work item to vulnerability** action, enter the work item key.

If you enter a work item key in this action, the automation will fail if the work item doesn't exist when the rule is run.

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Lookup work items

- **Use smart values here:** Yes

Search for up to 100 work items using a JQL query. Include the results list in other actions by using the **{{lookupIssues}}** smart value. [Learn more about using smart values with work item lists.](#)

All fields and custom fields can be accessed from the **lookupIssues** list. For example, to print the work item key for each work item in bullet point form:

```
1  {{#lookupIssues}}
2  * {{key}}
3  {{/}}
```

And the following example sums all story points in the work item list:

```
1  There are {{lookupIssues.Story Points.sum}} story points r
```

Lookup objects

- **Use smart values here:** Yes
- For Jira Service Management only

Search for up to 100 Assets objects using AQL. Either enter an **AQL query** or use the **Basic** filter to generate a query that can be customized with smart values. Basic filter supports smart values allowing for dynamic querying as well as assets attributes. If using assets attributes in the Basic filter be sure to replace attributes with relevant smart values in order for the AQL query to be dynamic. Follow the attached link to easily navigate to the selected Assets schema.

The results of this query can be used in other Automation actions using the **{{lookupObjects}}** smart value. This can be used to access and print the list of objects, but can't be used to trigger other rules. [Read more about using smart values for Assets.](#)

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Send email

Deprecated.

Use **Send customized email** action for greater flexibility and customization when creating branded emails.

The **Send email** actions in existing rules will automatically be migrated, ensuring a seamless transition without data loss.

Send customized email

- **Use smart values here:** Yes

Sends a branded email from a custom email address, while complying with your organization's [external user security policy](#). This action can be useful in scenarios like automating an email series that gets sent to a new starter as part of an onboarding workflow.

You can choose between plain text, rich text, and HTML content formats, and tailor your emails for each purpose adding logos, images, and links. You can also use smart values that reference all of your own custom fields.

 Free plan limit: 100 emails in 24 hours
[Read more about Automation service limits](#)

Begin by selecting the **Send customized email** action, then in the **Settings** tab, enter the email details:

- For the *Recipient(s)* field:
 - From the dropdown list you can select user fields or groups. You can also enter smart values, or email addresses for recipients internal or external to your organization. Recipients receive separate emails and will not see other recipient addresses

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filter content or [external user security](#).

- For the *From* field:
 - You'll have the option to customize the email prefix of the default email domain that comes with your site.
 - You can also send emails from any custom email address added at admin.atlassian.com by your organisation admins. [Read how to set up custom email addresses](#).

In the **Content** tab:


- Select the content format you want to use for your email.
You'll have the choice of:
 - Plain text – no content formatting, but can include smart values.
 - Rich text – content formatting via the editor toolbar including links and images, and can include smart values. Images can be added by entering a public URL to a hosted image file, or using smart values for dynamic image rendering, with size and position managed using contextual drag handles and toolbars within the *Content* field.
 - HTML – content formatting via HTML, and can include smart values.
- Enter your content in the *Content* field. Note that your email content is only saved once the rule is turned on, saved, or updated. Switching between content formats will delete any existing content from the *Content* field.
- From the *Attachments* field, browse or drop up to 10 files you want to attach to the email (most file formats up to a total size of 4MB accepted). Note that the rule must be saved or enabled before you can add attachments to the email action.

This action is not available to HIPAA compliant customers.

Send Microsoft Teams message

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[automation components](#).

-  Select **View allowlist** to make sure the webhook URL you add is included. The allowlist is controlled by global admins.

Send Slack message

- **Use smart values here:** Yes

Sends a Slack message to notify a team or individual when a rule is run

You can personalize the message in this action. [Learn more about using automation with Slack](#).

Global admins can also set restrictions on which domains can be used by the action - [read more about adding restrictions to automation components](#).

Send Twilio (SMS) message

- **Use smart values here:** Yes


Sends a notification using the Twilio service.

This action is useful for service teams that rely on SMS for on-call scenarios.

Global admins can also set restrictions on which domains can be used by the action - [read more about adding restrictions to automation components](#).

Send web request

- **Use smart values here:** Yes

-  Your network must allow requests from Atlassian in order for this to work. For outgoing connections, see [IP addresses and domains for Atlassian cloud apps](#).

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There are three different formats you can select from:

- **Work item data (Jira format)** - The format used throughout most of Jira Cloud, including Jira Cloud's Legacy Automation feature. [Learn more about the Jira format.](#)
- **Work item data (Automation format)** - The format used by Jira Cloud automation components. [Learn more about the automation format.](#)
- **Custom format** - Select this option to enter your own data format.

Hidden values

When configuring your web request, you can also **Hide** certain values, making them more secure. If a value is marked as hidden and the rule is saved, the value will be replaced by asterisks (i.e., *****). It will no longer be visible, and you won't be able to inspect any payload. This can't be reversed (i.e. the **Hidden** checkbox can't be unselected), though the value itself can still be changed when editing your rule.

For security reasons, **hidden values will be lost** if the entire rule is duplicated or exported/imported, or if the Send web request component itself is duplicated. If this happens, you'll need to reconfigure the component and re-enter those values.

Other things to note

- **Permitted ports:** Note that the only permitted ports for urls from the Send web request action are 80, 8080, 443, 6017, 8443, 8444, 7990, 8090, 8085, 8060, 8900, 9900.
- **Data sensitivity:** The **Send web request** action can be used to configured to sensitive data to third-parties. This is true even after the rule is saved, because someone with permission to edit the rule can reconfigure the **Send web request** action to send out data that they shouldn't. For this reason, we recommend that before using this action, ensure that only people you trust can edit automation

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You can select field to update as part of this transition, for example:

- **Copy from work item:** copies the status from a related work items or a work item on a branch rule.
- **Copy from parent:** for use with sub-tasks; copies the status from a parent.
- **Copy from Epic:** copies the status from the work item's associated Epic.
- **Copy from Trigger work item:** copies the status from the work item that triggered the rule.
- **Same status (loop):** for use when a transition exists from the current status back to itself; this can be used together with a screen to gather more data from users, e.g. an *Escalate* transition.

You can also copy attachments by selecting the **Attachment** field from the list of supported work item fields and then choosing the source work item from which attachments need to be copied. Select **More options** to display additional fields for [advanced field editing](#).

For Jira Service Management, you can edit both Jira fields and Assets fields. [Learn more about Assets in Jira Service Management](#).

When you set the **Organizations** field and choose **Use reporter's email domain**, it checks only the domains explicitly added to an organization's [Manage email domains](#) list. If the reporter's domain:

- Matches exactly **one organization** – that organization is automatically selected
- Matches **more than one** organization – **any one of the organizations** associated with that email domain will be selected
- Isn't listed anywhere and you've selected **Create organization if it doesn't exist** – a new organization will be created using the email domain as its name

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- You'll be asked to [connect Rovo to automation](#) to allow agents to act on your behalf. Connections are kind of like when you give a social media app permission to access your photos.

When [setting up this action](#), you provide a prompt describing what the agent should analyze. For example:

Read and review the quality of the description field for this work item.

Add service space customer

- **Use smart values here:** Yes

Adds new customers to your Jira Service Management space.

You can use smart values in all fields and add the customer to an existing organization.

Calling this action multiple times in quick succession will result in the first call succeeding and then subsequent calls failing due to the customer existing but not yet showing up in user search results. It can take up to 15 seconds for the new user to appear in searches and this to resolve itself.

The `{{customer}}` smart value will not return the existing user until they are available in the user search results and the action will result in an error.

If this work item is affecting your rule, you can introduce a delay into your rule by adding the **Delay** action right before the **Add service space customer** action.

Approve/Decline request

- **Use smart values here:** No

Approves or declines a request in Jira Service Management, regardless of how many approvers are needed to proceed in the workflow.

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When this action is executed, an incident of selected request type will be created in the selected service space on Jira Service Management. For example, you can use this action to create a new incident when a work item is created and meets certain criteria.

You'll also have the option to avoid creating a new incident if the action has already created an open incident of the same type in the space.

You need to have a [service space](#) and a [request type for incidents](#) to use this action.

Create version

- **Use smart values here:** Yes

Creates a new version that you can assign work items.

If a version with the same name already exists, the version will not be created.

Create work item with a request type

- **Use smart values here:** Yes

Creates a new issue in a Jira Service Management space using the selected request type.

All request types you've added to the service space can be used with this action. [Learn how to organize your request types into portal groups](#)

Similar to the [Create work item](#) action, this action allows you to configure any field available using smart values.

Available fields include all fields that are not hidden and added to the request type. Hidden fields aren't supported, except for **Major Incident**, which is available for Premium or Enterprise plans.

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Delete attachments

- **Use smart values here:** Yes

Cleans up attachments using regular expression matches, based on the attachment filename.

Log action

- **Use smart values here:** Yes

Logs a value to the audit log.

This action is useful when [testing smart values](#), and [debugging rules](#).

Re-fetch work item data

- **Use smart values here:** No

Refreshes smart values with the latest field values.

By default, the `{{issue}}` reference is not updated during rule execution, and contains the same values as when the rule originally triggered.

Set entity property

- **Use smart values here:** Yes

Sets entity properties on work items, spaces, and users related to the trigger work item of the rule execution.

These hidden properties can be used by apps for certain functions. Entity properties allow plugins to add key/value stores to work items and spaces. These values can be indexed and queried via REST API or JQL.

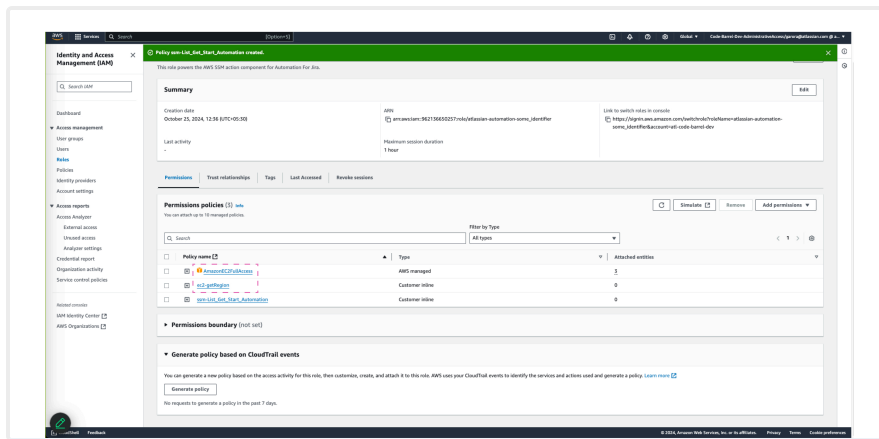
Unrelease version

- **Use smart values here:** Yes

Unrelease a released version for a chosen space. By default, this will be the `release` space, but you can select `More`

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You can add up to 10 key-value pairs to an action. If you'd like to add more, [contact support](#).



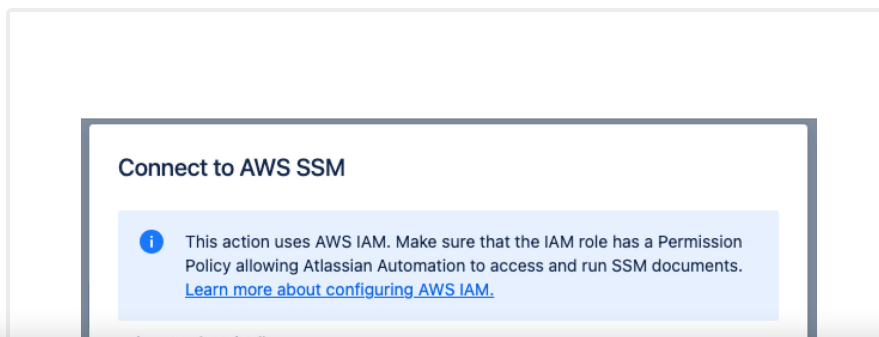
Smart values can be used with all value types (String, List, Number, Boolean, and Custom). However, Custom only supports smart values.

Make sure that your Amazon SNS topic allows Atlassian Automation to publish messages. [Learn more about configuring Amazon SNS](#).

Run AWS SSM document

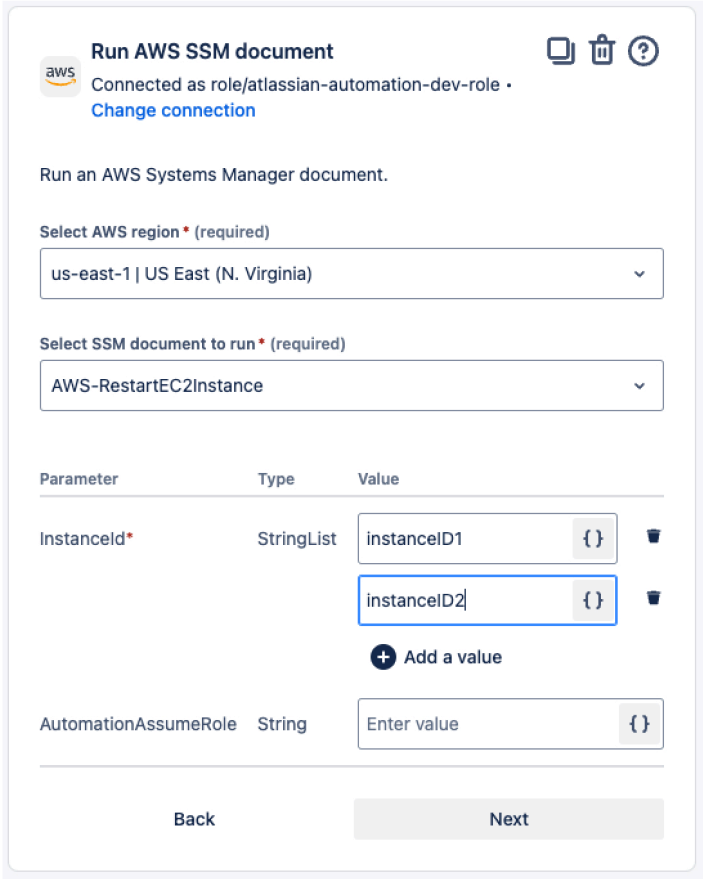
- **Use smart values here:** Yes

When this action is executed, the selected AWS Systems Manager document will be run. You can add values to the pre-configured parameters of the document.



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Make sure that the IAM role has a Permission Policy allowing Atlassian Automation to access and run SSM documents. [Learn more about configuring AWS IAM.](#)



The screenshot shows a configuration window titled "Run AWS SSM document". At the top, it indicates the user is connected as "role/atlassian-automation-dev-role" with a "Change connection" link. Below this, a message states "Run an AWS Systems Manager document." The configuration includes two required dropdown menus: "Select AWS region" (set to "us-east-1 | US East (N. Virginia)") and "Select SSM document to run" (set to "AWS-RestartEC2Instance"). A table for parameters is shown with columns "Parameter", "Type", and "Value". The "InstanceID" parameter is of type "StringList" and contains two values, "instanceID1" and "instanceID2", each with a delete icon. An "Add a value" button is below the list. The "AutomationAssumeRole" parameter is of type "String" and has a placeholder "Enter value". At the bottom are "Back" and "Next" buttons.

Parameter	Type	Value
InstanceID*	StringList	instanceID1 {}
		instanceID2 {}
+ Add a value		
AutomationAssumeRole	String	Enter value {}

Enterprise plan: Pause the rule until a response is received from AWS SSM.


When enabled, the rule will resume if AWS SSM returns a success response within the specified duration (up to 15 minutes). Otherwise the rule will fail.

You can also configure the rule to resume after:

- Failed response within the specified time
- No response within the specified time



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- **Use smart values here:** No



Restart Virtual Machine in Azure

Connected to Microsoft Azure as Makarand Gomashe • [Change connection](#)



Restart a Virtual Machine in Microsoft Azure. [Learn more about Restart Virtual Machine in Azure action](#)

Subscription name * (required)

IT Ops JSM Automation - Phantom Dev/Test

Resource group * (required)

phantom-azure-1

Virtual Machine * (required)

phantom-vm1

☒ Wait for a response from Azure

The rule will resume only if Azure returns a success response within 15 minutes. Else, the rule will fail.

Waiting time * (required)

15

 minutes

This can range from 1 to 15 minutes

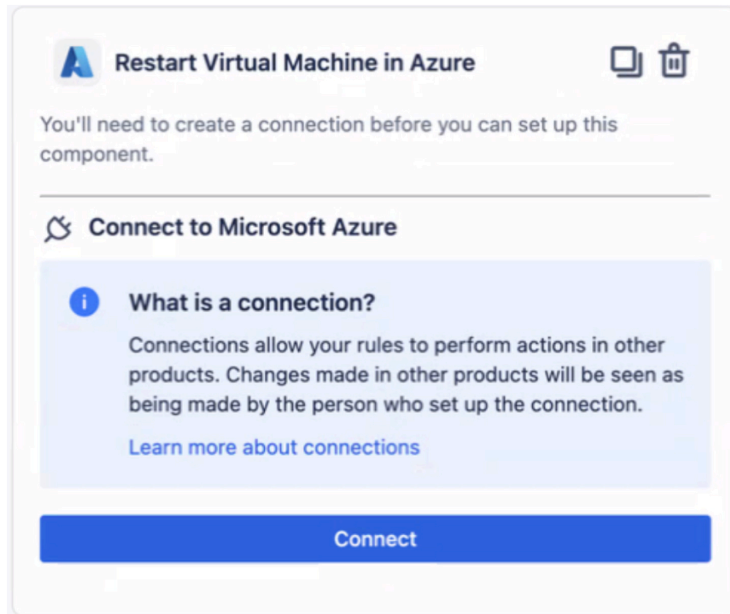
☐ Resume rule even on no response

Even if Azure doesn't return a response within the specified time, the rule will resume anyway.

Back

Next

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Make sure you've added **Email** in your Microsoft Azure profile information for authentication of the rule's connection. [Learn how to add or change profile information in Microsoft Azure](#)

Enterprise plan: Pause the rule until a response is received from Azure Virtual Machine.

When enabled, the rule will resume if Azure Virtual Machine returns a success response within the specified duration (up to 15 minutes). Otherwise the rule will fail.

You can also configure the rule to resume after:


- No response within the specified time

To determine the status of the response, use the `{{azureVm.status}}` smart value.

- It will display either "success" or "failed."
- In cases where no response is received, the value will be empty.



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even add key-value pairs you want to include in the JSON message sent to Microsoft Azure.



Start runbook in Azure

Connected to Microsoft Azure as Shreya Jain • [Change connection](#)



Start a runbook in Microsoft Azure automation. [Learn more about starting a runbook in Microsoft Azure](#)

Subscription name * (required)

IT Ops JSM Automation - Phantom Dev/Test

Resource group * (required)

phantom-azure-1

Automation account * (required)

automation-phantom-1

Runbook * (required)

AzureAutomationTutorialWithIdentity


Key-value pairs
Add key-value pairs you want to include in the JSON message sent to Microsoft Azure, when the action is executed. Jira doesn't validate your key-value pairs, so make sure you verify them.

Key

Aa String

Hello world

×

 Add a key-value pair

☒ **Wait for a response from Azure**
The rule will resume only if Azure returns a success response within 15 minutes. Else, the rule will fail. To access the payload, use the `{{azureRunbook.output}}` smart value.

Make sure you've added **Email** in your Microsoft Azure profile information for authentication of the rule's connection. [Learn how to add or change profile information in Microsoft Azure.](#)

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To access the payload from Azure, use the `{{azureRunbook.output}}` smart value.

To determine the status of the response, use the `{{azureRunbook.status}}` smart value.

- It will display either "success" or "failed."
- In cases where no response is received, the value will be empty.

Add stakeholders to incident

 Exclusive to Premium and Enterprise plans

Use smart values here: Yes

Adds selected users (with Jira Service Management **agent** and **stakeholder** role) as stakeholders to the incident. This ensures they receive timely updates and visibility into the incident's progress.

Stakeholders can be added in several ways:

- Manually from the incident view
- Automatically through affected services (if those services have people assigned)
- Through automation using this action, ensuring key people are always informed, regardless of service configuration

This action will run successfully only for Jira Service Management incidents.

[Read more about stakeholders in Jira Service Management.](#)

Create post-incident review

 Exclusive to Premium and Enterprise plans

Use smart values here: Yes

Automatically creates a post-incident review (PIR) for the

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This action will run successfully only for Jira Service Management incidents.

[Read more about post-incident reviews.](#)

Create Zoom meeting for incident

 Exclusive to Premium and Enterprise plans

Use smart values here: Yes

Starts a Zoom meeting to help responders collaborate on the incident. This uses the Zoom account connected in your Jira Service Management space's **chat and video tools settings**.

You can customize the meeting name using smart values. You also have the option to automatically attach the meeting recording to the incident as an internal note once it's available in Zoom.

The meeting will be created using the Zoom user token of the person who connected the Zoom account in your space settings. All meetings created through automation will use this token.

This action will run successfully only for Jira Service Management incidents.

To get started, connect your Zoom account and enable it in your space's incident management settings.

[Read more about creating Zoom meetings for incidents.](#)

Create Slack channel for incident

 Exclusive to Premium and Enterprise plans

- **Use smart values here:** Yes

When this action is executed, a new Slack channel will be created in the selected Slack workspace, and incident responders get added to the channel automatically. All

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- The Slack apps to install in the channel using app IDs or smart values.

Find the app ID

You'll need the app's member ID to add it to a Slack channel using this action.

To find it:


1. Open Slack and go to the **Apps** section in the sidebar.
2. Select the name of the app.
3. In the app view, select the app name at the top to open the details panel.
4. Look for the **Member ID** field — this is the app's ID.

By default, the channel's name and description use the work item key, summary, and incident URL.

This action will run successfully only for Jira Service Management incidents.

To get started, connect your Slack workspace with your Jira Service Management instance and space. [Read how to connect Slack with Jira Service Management.](#)

Set channel topic for incident Slack channel

-  This action is available only for Jira Service Management's Premium and Enterprise plans.

Use smart values here: Yes

Sets the topic of the Slack channel linked to the incident. Use smart values to update the channel topic when an incident is created or changed, so responders and stakeholders always have a quick context of the incident.

The channel topic supports emojis in Slack message format (for example : fire :), allowing teams to visually highlight incident status or urgency.

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To get started, connect your Slack workspace with your Jira Service Management site and project. [Read how to connect Slack with Jira Service Management](#)

Add apps to Slack channel

 Exclusive to Premium and Enterprise plans

Use smart values here: Yes

Adds selected Slack apps into the incident's Slack channel. This can help enrich your response workflow with tools like monitoring bots, documentation apps, or integrations.

 Slack channel must be linked to the incident.

You can customize which apps to add using smart values or by specifying app IDs. The Slack app must already be installed in the connected workspace to be added to the channel.

How to find the app ID

You'll need the app's member ID to add it to a Slack channel using this action.

To find it:

1. Open Slack and go to the **Apps** section in the sidebar.
2. Select the name of the app.
3. In the app view, select the app name at the top to open the details panel.
4. Look for the **Member ID** field — this is the app's ID.

This action will run successfully only for Jira Service Management incidents.

To get started, connect your Slack workspace with your Jira Service Management instance and space.

[Read how to connect Slack with Jira Service Management.](#)

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format @{{smart_value}} .

This action will only run for Jira Service Management incidents.

To get started, connect your Slack workspace with your Jira Service Management instance and space.

[Read how to connect Slack with Jira Service Management.](#)

Send message on Slack channel

Use smart values here: Yes

Sends a message to the Slack channel linked to the incident.

This can be used to automate incident updates, status changes, or next steps.

Personalize the message content using smart values to reference work item fields like summary, status, or time to resolution. To tag people in the message, use the format @{{smart_value}} .

This action will run successfully only for Jira Service Management incidents.

To get started, connect your Slack workspace with your Jira Service Management instance and space.

[Read how to connect Slack with Jira Service Management.](#)

Add members to Slack channel



Exclusive to Premium and Enterprise plans

Use smart values here: Yes

Adds specific users to the Slack channel associated with the incident. This can be used to automatically bring in subject matter experts or escalation contacts at different stages of an incident.



Slack channel must be linked to the incident.

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Add bookmarks to Slack channel

 Exclusive to Premium and Enterprise plans

Use smart values here: Yes

Adds a list of bookmarks to the incident Slack channel created during the incident response. These bookmarks can point to key resources like dashboards, runbooks, or Confluence pages to help responders take action quickly.

 Slack channel must be linked to the incident.

You can customize the bookmarks using plain text and smart values to define the name and URL of each link. Only valid URLs can be added as bookmarks.

This action will run successfully only for Jira Service Management incidents.

To get started, connect your Slack workspace with your Jira Service Management instance and space.

[Read how to connect Slack with Jira Service Management.](#)

Create Microsoft Teams chat or meeting for incident

- “Use smart values here: Yes

When this action is executed, a new Microsoft Teams chat or meeting will be created in the selected Microsoft tenant, and incident responders will be added to the chat or meeting automatically. All available and relevant incident details and actions will be posted to help your responder team catch up and take action quickly.

You can customize the Microsoft tenant, the name and description of the chat or meeting, and the members to include. By default, the chat or meeting name and description use the work item key, summary, and URL of the incident.

Limitations and behavior:

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This action will run successfully only for work items of an incident request type. [Read about creating a request type.](#)


To get started, connect your Microsoft tenant with your Jira Service Management instance and space. [Read how to connect Microsoft Teams with Jira Service Management.](#)

Run script using Jira Edge Connector

When this action is executed, the selected action in your on-prem system will be run via Jira Edge Connector.

You can add key-value pairs you want to include in the JSON message sent to the on-prem system. Jira doesn't validate your key-value pairs, so make sure you verify them.

[Read how to use Jira automation with Jira Edge Connector.](#)

 **Enterprise plan:** Pause the rule until a response is received from JEC.

When enabled, the rule will resume if JEC returns a success response within the specified duration (up to 15 minutes). Otherwise the rule will fail.

You can also configure the rule to resume after:

- Failed response within the specified time
- No response within the specified time

To access the payload from JEC, use the `{{jecAction.output}}` smart value.

To determine the status of the response, use the `{{jecAction.status}}` smart value.

- It will display either "success" or "failed."
- In cases where no response is received, the value will be empty.

Change alert status

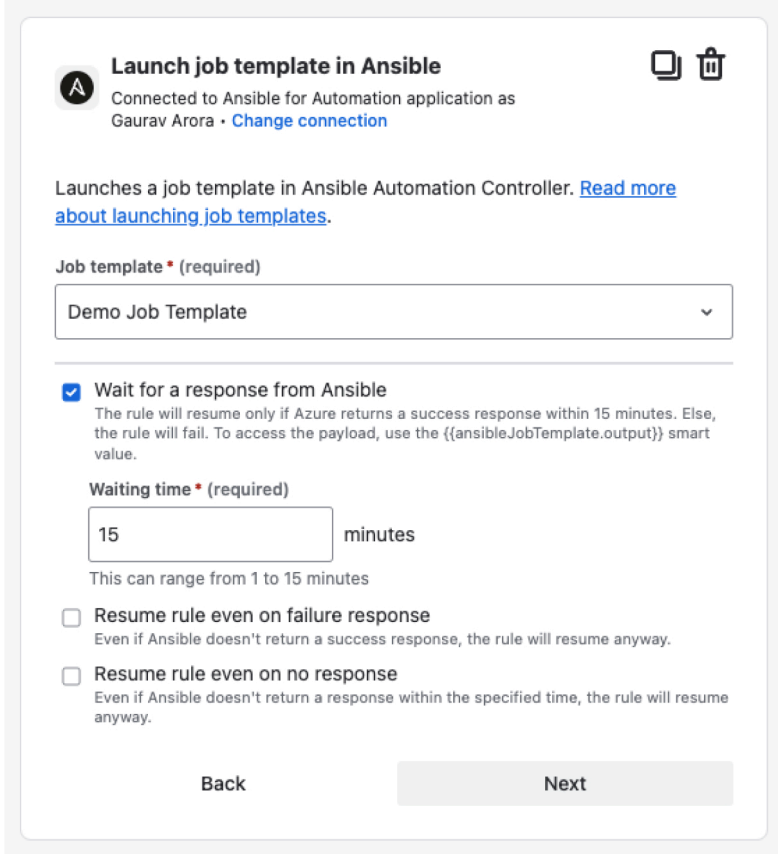
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[the date and time smart values.](#)

Launch job template in Ansible

 Exclusive to Premium and Enterprise plans

When this action is executed, the selected job template is launched in Ansible. If the job template requires additional information to be launched successfully, you can provide it in the action in JSON format.



Launch job template in Ansible  

Connected to Ansible for Automation application as
Gaurav Arora • [Change connection](#)

Launches a job template in Ansible Automation Controller. [Read more about launching job templates.](#)

Job template * (required)

Demo Job Template ▾

☒ **Wait for a response from Ansible**
The rule will resume only if Azure returns a success response within 15 minutes. Else, the rule will fail. To access the payload, use the `{{ansibleJobTemplate.output}}` smart value.

Waiting time * (required)

15 minutes

This can range from 1 to 15 minutes

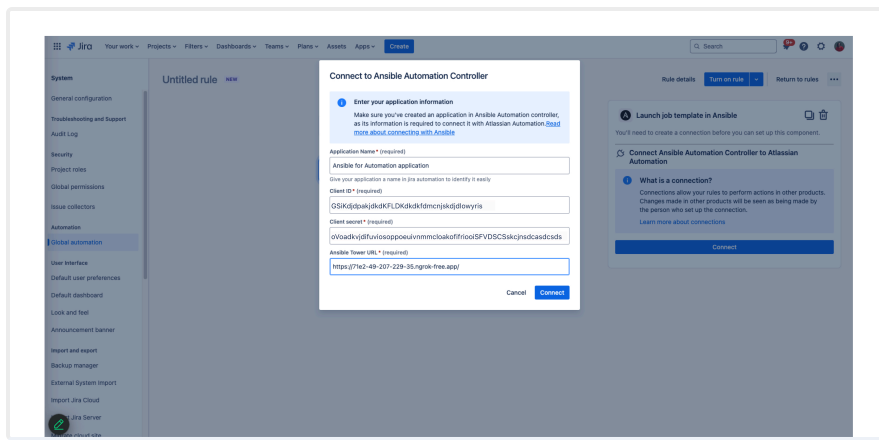
☐ **Resume rule even on failure response**
Even if Ansible doesn't return a success response, the rule will resume anyway.

☐ **Resume rule even on no response**
Even if Ansible doesn't return a response within the specified time, the rule will resume anyway.

Back Next

Make sure you've created an application in Ansible Automation Controller, as you'll need its token to connect it with Atlassian Automation. [Read more about connecting to Ansible Automation Controller.](#)

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Enterprise plan: Pause the rule until a response is received from Ansible.

When enabled, the rule will resume if Ansible returns a success response within the specified duration (up to 15 minutes). Otherwise the rule will fail.

You can also configure the rule to resume after:

- Failed response within the specified time
- No response within the specified time

To access the payload from Ansible, use the `{{ansibleJobTemplate.output}}` smart value.

To determine the status of the response, use the `{{ansibleJobTemplate.status}}` smart value.

- It will display either "success" or "failed."
- In cases where no response is received, the value will be empty.

Run a query in New Relic

Exclusive to Premium and Enterprise plans

When this action is executed, the given query is run in New Relic using NRQL. You can connect with New Relic using your [user key](#).

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Connect to New Relic

i This action uses your API key to connect your New Relic account with Atlassian Automation. [Read about connecting with New Relic](#)

Key name * (required)

Give your key a name in Jira automation to identify it easily.

User API key * (required)

Paste your user API key from New Relic to connect it with Atlassian Automation.

Server * (required)

Select your New Relic server.

Cancel **Save**

Once connected you can provide the New Relic account ID and the query you wish to run in New Relic.

Run a query in New Relic

Connected to demo_Key_name
Pawan Agrawal · [Change connection](#)

Runs a query in New Relic. [Read more about running queries in New Relic.](#)

Account ID * (required)

You can enter multiple account IDs separated by commas and even use smart values.

Enter your query * (required)

Enter the query you'd like to run in New Relic.

Back Next

i This action pauses the rule until a response is received

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To access the payload from New Relic, use the `{{newRelicQuery.results}}` smart value.

Delay

 Exclusive to Premium and Enterprise plans

- **Use smart values here:** No

When this action is added to a rule (before a condition or another action), it adds a time-based delay in between two components. The rule gets delayed by X amount of time before executing the next component in the rule.

Adding the delay component to a branch only delays the execution of the branch's components and does not affect the rest of the rule.

A delay component can't have more than 15 minutes or 900 seconds of delay. And the total amount of delay in a rule can't be more than 60 minutes. This action is available only for Premium and Enterprise plans at the moment.

Delay until an alert event occurs

 Exclusive to Premium and Enterprise plans

- **Use smart values here:** No

The event-based delay action allows you to delay the execution of a rule up to 15 minutes until a specific event occurs on a related alert entity. The Alert smart values will be re-fetched before initiating the delay and after receiving the event. This feature is particularly useful in incident management scenarios, where it's crucial to validate that certain conditions or metrics are met before proceeding to the next step in a rule.

Supported events:

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include:

- Equals
- Does not equal
- Is one of
- Is not one of

Select value:

Admins must also specify the value(s) that the event field must meet to trigger the rule continuation.

Rule execution:

- The rule pauses up to the set delay time or until the specified event occurs, whichever happens first.
- If the event does not occur within the set delay time, the rule resumes automatically, with slight latency in rare cases.
- The rule won't abort execution if the event doesn't occur; it will continue after the delay.

Re-fetch alert data

- **Use smart values here:** No

Refreshes the alert data with the latest actions so that subsequent actions can use the most up-to-date state of the alert.

By default, the `{{alert}}` reference is not updated during rule execution, and contains the same values as when the rule originally triggered.

This action runs in the background.

Was this helpful?

Yes

No

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