



# Jira automation conditions

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You can specify conditions that must be met for your rule to continue running. For example, your rule will only escalate an issue if it is high priority.

Conditions can be placed anywhere in the rule chain. If a condition fails, no actions following it will be performed. The exception is with the **If/else block** condition. Not all rules need to have conditions.

The [location of conditions](#) on a rule will affect how they work.

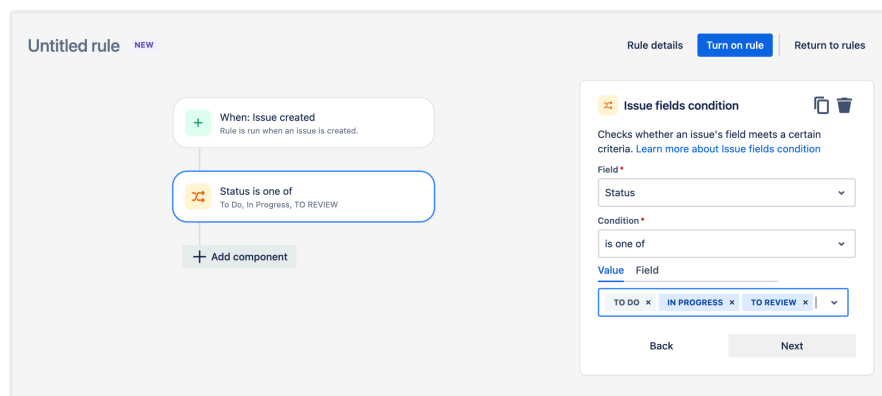
## Issue fields condition

- **Use smart values here:** No

Checks whether an issue field meets a certain criteria.

This condition doesn't require you to write smart values or JQL, and supports most common Jira fields. Use this condition ahead of the **JQL** and **Advanced compare** conditions, where possible.

There are multiple ways to use this condition:



- **Compare a field with another value**
- **Compare a field with another field**

## Alert fields condition

- **Use smart values here:** No

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 **Alert fields condition**  

Checks whether an alert's field meets a certain criteria. [Learn more about the alert fields condition.](#)

Field

Priority ▼

Condition

equals ▼

Value \*

P1 ▼

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## {{smart values}} condition

- **Use smart values here:** Yes

Compares two values, using [smart values](#) and [regular expressions](#).

While the **Issue fields** condition will meet most needs, this condition provides extra options, such as the use of regular expressions and functions.

For example, if you wanted to re-open an issue when a customer comments, you would start with the [Issue commented](#) trigger. You could then add this condition to compare the comment's author with the issue reporter, and add another condition to check if the issue status is *Done*. Once these conditions are satisfied, the issue will transition to *In progress*.

The comparison methods available are:

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Projects / Karen's Test Project / Project settings

Edit description if reporter comments NEW

Rule details Turn on rule Return to rules

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

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

Status equals  
Done

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

+ Add component

{{smart values}} condition  
Compares two values using smart values and regular expressions. [Learn more about {{smart values}}](#)

condition

First value \*

{{comment.author.accountId}}

Condition

equals

Second value

{{issue.reporter.accountId}}

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> What values can I compare?

- Equals (e.g. the assignee equals *John*)
- Does not equal (e.g. the assignee does not equal *John*)
- Greater than (e.g. the number of watchers is greater than 5)
- Less than (e.g. the number of comments is less than 1)
- Starts with (e.g. the reporter's name starts with *J*)
- Contains (e.g. the summary contains *December*)
- Does not contain (e.g. the summary does not contain *December*).
- Contains regular expression
- Exactly matches regular expression
- Does not match regular expression

## Affected services

Checks if an issue's **affected services** field matches the set criteria.

You can configure this condition to check against the [service tier](#), services name or [dependent services](#) of the affected services.

- i This condition is only available on [IT Service Management](#) projects, for issues types that contain an **affected services** field type.

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## Affected services condition



Check if the affected services field matches certain criteria. This condition can only be used if the issue type contains an **affected services field**. [Learn more about affected services](#).

Service attribute \*

Service tier



Condition \*

equals



Value to compare \*

Type to find tier



Tier 1

Tier 2

Tier 3

Tier 4

## Forms attached

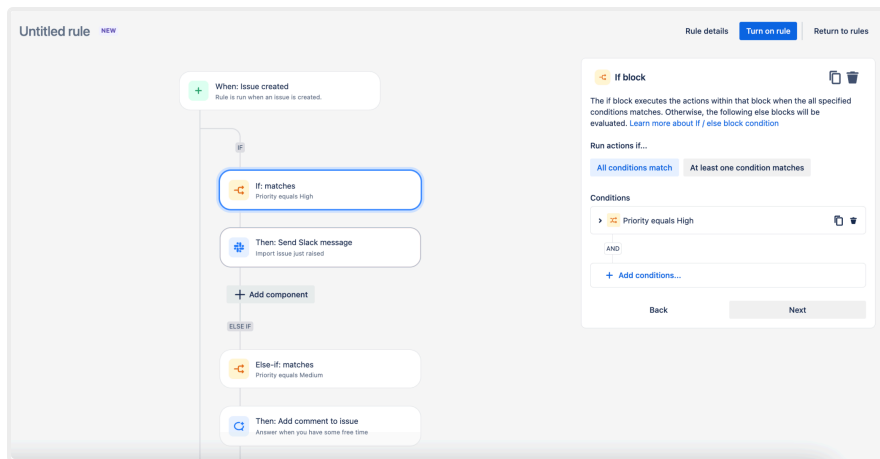


Note that Form-related components are project-specific, so they can't be configured in Global automation. Form components are only available in project automation.

Checks if an issue has forms attached. You can check for multiple forms, and specify the status of the forms.

[Learn more about form states](#).

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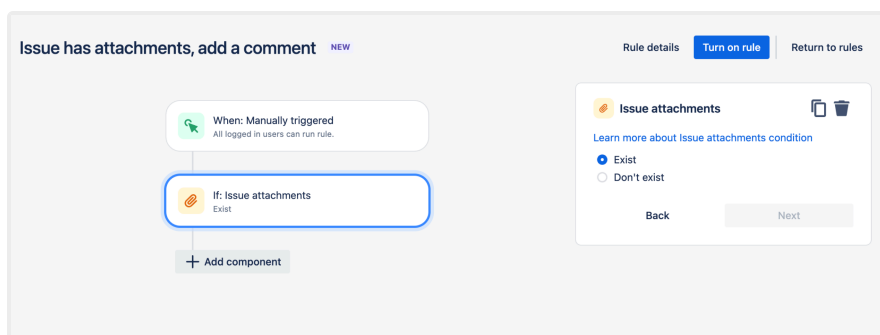


## Issue attachments

- **Use smart values here:** No

Checks if the comment or description fields of an issue contains attachments.

For example, you may want to check whether a customer has included a screenshot, or if a vendor has included an invoice – if there are no attachments, you could leave an automated comment requesting more information.



You can combine this condition with the **JQL** condition to check if the filename of a specified format. You can also include a conditional compare on some properties of your attachments, including:

- filename **{{attachment.filename}}**: the filename of the attachment

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- displayName **{{attachment.author.displayName}}**: the name displayed in your Jira instance
- active **{{attachment.author.active}}**: Is the user an active user or has their account been deactivated
- timeZone **{{attachment.author.timeZone}}**: what timezone the user is registered being in (this does not change dynamically based upon where the user logs in from, it is the timeZone registered in their user account)
- created **{{attachment.created}}**: the date and time the attachment was added to the issue
- size **{{attachment.size}}**: the attachment file size in bytes

[Learn more about attachment smart values.](#)

## Issue has design linked

Checks if a Figma design is linked to an issue. The rule under the condition will only run if a design is linked. If there's no design linked to the issue, the rule (or branch of the rule) will not run.

[Learn how to integrate Figma with Jira](#)


**Issue has design linked**



Checks if the trigger issue has a linked design. If there is no linked design, the rule (or branch of the rule) will stop.

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## AQL



For Jira Service Management only. [Learn more about Assets in Jira Service Management](#). This condition checks if an Assets object or an issue's Assets field matches the AQL query.

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After entering an AQL query, you can select **Validate syntax** to check if the syntax of your query is valid. However, this doesn't check if the query will return results.

You can also include object smart values, i.e. `{{object name.attribute name}}` in your query. [Learn more about smart values for Assets in Jira Service Management](#)

 **AQL condition**

Check if an issue's Assets field matches AQL.



You can perform an AQL on either an object or an Assets field that appears on a Jira issue.


Object automations can only be created from [global automation](#).

Object

Issue field

Assets field \*

Query \*

 Validate syntax


## JQL



- **Use smart values here:** Yes

Before getting started with a **JQL** condition, check if you can

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 **JQL condition**



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

JQL \*

 [Insert account id](#)

 [Resolve users](#)

✓ 0 issues found

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

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Click **Validate query** on this condition to check that your JQL query is working correctly. Note that:

- The issues found here may not be the same as the issues found when the rule runs. This is because the issues found when you select **Validate query** will be based on your permissions, but when the rule runs, it will use the rule actor's permissions instead.
- If you're using smart values, you won't be able to check if your JQL is valid using **Validate query**.

## Related issues

- **Use smart values here:** No

Checks if related issues exist on the trigger issue (e.g. parent, sub-tasks, epics, stories, etc.) or matches a specified JQL query.

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## Related issues condition



Checks if related issues that exist on the trigger issue matches a specified JQL query. [Learn more about Related issues condition](#)

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

✓ 153 issues found



Resolve users

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

Rule restricted to projects

## User

- **Use smart values here:** Yes (Criteria)

Checks whether a user exists or is in a specified group.

You can add additional criteria to this condition, and select the logic of whether all or any of the criteria must be matched.

For example, before reopening an issue, you could check if the user who added a comment to the issue is the reporter of the issue OR is a member of the *participants* custom field.

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## User condition



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

User

Reporter



Check to perform

is in group



Criteria

jira-servicedesk-users x



[+ Add additional criteria](#)

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