




# Jira automation triggers

Every rule starts with a trigger. They kick off the execution of your rules. Triggers will listen for events in Jira, such as when a work item is created or when a field value is changed.

[Apply conditions directly to the trigger](#) to add criteria to the entire rule. This will filter which triggers continue your automation.

Triggers can be set to run on a schedule, and can be customized before being applied to a rule.

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

## General triggers

These triggers can be used across all Jira Cloud products.

### Field value changed

- **Related smart values:** `{{fieldChange}}`

The rule will run when a field value is changed. All system and custom fields are supported by this trigger.

You can use this trigger together with conditions to check the value of fields before performing actions. For example, send an SMS when a work item's priority changes to greater than high.

## Components in Jira automation

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## Field value changed



This rule will trigger when the value of the fields selected below changes. [Learn more.](#)

Fields to monitor for changes \*

Select a field

Change type \*

Any changes to the field value

For

All issue operations

Optionally select which operations this trigger will execute for. Leave blank for all operations.

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## Form attached

-  Form triggers are only space-specific and can't be configured in globally.


The rule will run whenever a form is manually attached to an existing work item, but also when a form is attached using the [Add form API](#) or a form is copied to another work item using the [Copy form API](#).

## Form opened for edits

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This trigger will run whenever a form is manually opened for edits, but also when a form is opened using the [Reopen form API](#).



## Form submitted

-  Form triggers are only space-specific and can't be configured in globally.

The rule will run when forms attached to a work item are submitted. When configuring the trigger, you can select any number of forms, which will change how the trigger will act:


- **If no forms are selected:** the rule will run when any form is submitted.
- **If one form is selected:** the rule will run when that form is submitted.
- **If multiple forms are selected:** the rule will only run when all of the selected forms on a work item are submitted.

[Read more about form states](#)

 **Forms submitted** 

Rule is run when forms attached to an issue are submitted. [Learn more about form states.](#)

Forms



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## Incoming webhook

- **Related smart values:** `{{webhookData}}`

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from your custom scripts. The trigger also provides details on how to provide work item keys and other data.

You can use the `{{webhookData}}` smart value to reference the custom XML data provided by the webhook in your rule.


 **Incoming webhook** 

Incoming webhooks allow you to trigger a rule from external sources without needing further authentication. This rule will run when a HTTP POST is sent to a URL. [Learn more.](#)



---

**Copy the new URL and secret into your configuration**

Webhook URL



Secret

[↻ Regenerate](#)

---

**Select how your rule will be executed**

Execute rule using:

☒ Issues provided in the webhook HTTP POST body

☐ Issues provided by running the following JQL search

☐ No issues from the webhook

> What information needs to be included in my request?

---

> Can I provide additional data in my webhook?



> How can I check that the incoming webhook is working?

[Back](#) [Next](#)

## Work item assigned

- **Related smart values:** `{{assignee}}`

The rule will run when the Assignee of a work item is changed. For example, when a work item is assigned to a specific user, change the work item's status to *In progress* and send an email to the reporter to let them know it's being investigated.

 **Issue assigned** 

Rule is run when an issue is assigned to a user. This trigger needs no configuration.



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added on a work item.

Choosing a comment type allows you to distinguish if a comment was added stand-alone, or as part of a transition. For example, you may want to set an automation rule where a comment added to a closed work item re-opens, or a comment added transitions the status of the work item. The available comment types are:

- All Comments (default): All comments that are added to a work item.
- Comment is the main action: New comment is added as a message in the comments section.
- Comment added during status transition: Comment is added when you change the status of a work item.
- Comment added while editing work item fields: Comment added while editing one or more work item fields.

Editing a comment will not trigger this rule.

 **Issue commented** 

Rule is run when a new comment is added to an issue.

Comment Type

All comments

▼

Optionally select which comments this trigger will execute for.  
Leave blank for all comments.

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## Work item comment edited

- **Related smart values:** {{comment}}

This rule will run when a comment is edited. Can be used with the **Edit comment** action.

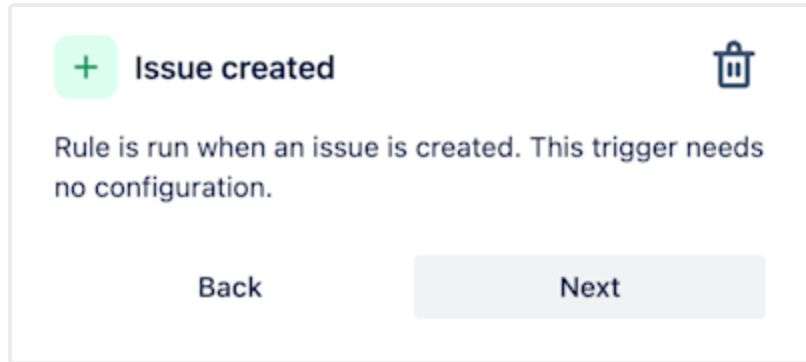
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## Work item created

- **Related smart values:** `{{issue}}`

The rule will run when an work item is created.

You can use this trigger with actions to customize the new work item, including populating fields, assigning to users, and adding sub-tasks.

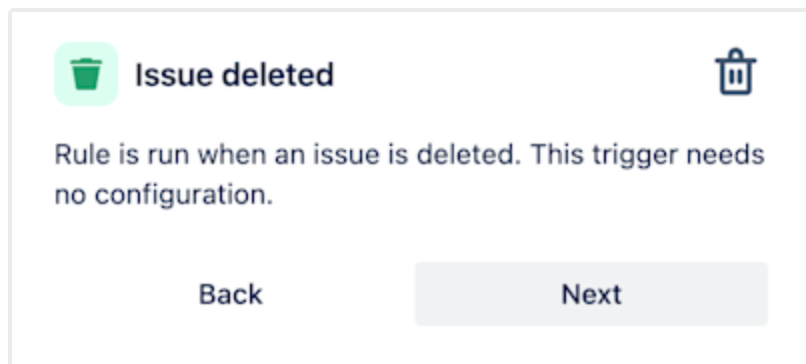


## Work item deleted

- **Related smart values:** `{{issue}}`

The rule will run when a work item is deleted. For example, send an email notification that a work item has been deleted.

You can use conditions to refine exactly the work item you are monitoring.



## Work item linked

- **Related smart**

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## Issue linked



Rule executes when an issue is linked to another issue. `{{issue}}` will always refer to the source issue, so if ISSUE-A is blocked by ISSUE-B, this rule will execute on ISSUE-B. To access ISSUE-A, use `{{destinationIssue}}`, and to access the link type, use `{{linkType}}` (e.g. `{{linkType}}`)

Link types

All link types



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## Work item link deleted

- **Related smart**

**values:** `{{destinationIssue}}` , `{{linkType}}`

The rule will run when a work item is unlinked from another work item.

You can configure the trigger to only execute for specified link types, or for all work item links.



## Issue link deleted





Rule executes when an issue is unlinked from another issue. `{{issue}}` will always refer to the source issue, so if ISSUE-A is blocked by ISSUE-B, this rule will execute on ISSUE-B. To access ISSUE-A, use `{{destinationIssue}}`, and to access the link type, use `{{linkType}}` (e.g. `{{linkType}}`)

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- **Related smart values:** `{{issue}}`



The rule will run when a work item is moved from one space to another.

You can use this trigger together with conditions and actions to ensure all values, fields and settings are copied across to the new space.


 **Issue moved** 

Rule executes when an issue is moved to this project.  
You can optionally select a source project in which case this rule will only trigger if the issue was moved from the source project:

Source project

 Any project 

Target project

 Global content experiences

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## Work item transitioned

- **Related smart values:** `{{issue}}` , `{{changelog}}`

The rule will run when a work item transitions from one status to another.

You can configure this trigger so it listens to the status of your choice, or simply any transition in your workflow.

[Learn more about transitioning a work item with automation](#)

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## Issue transitioned



Rule is run when an issue is transitioned through its workflow.

[Learn more about transitioning an issue with automation.](#)

From status

Leave blank to match all statuses...



To status

Leave blank to match all statuses...



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## Work item updated

- **Related smart values:** `{{issue}}`

The rule will run when the details on a work item are updated.

Exceptions on this trigger include changes made by the [Link work item](#), [Assign work item](#) and [Log work](#) actions.

To trigger a rule when a work item's status is updated, please use the [Work item transitioned](#) trigger instead.



## Issue updated



Rule is run when an issue is updated. This trigger needs no configuration.



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You can refine which users can manually trigger a rule by selecting a permissions group in the **Groups that can run trigger** dropdown. [Learn more about permission groups](#)

You can also request input before a rule is run by selecting **Get input from users**. This allows you to set up some fields that will display to users when they trigger the rule. You can choose to make each field mandatory by selecting *Required field*. If a user chooses not to enter any information and selects **Cancel**, this won't count as an execution towards your monthly limits.

 **Manual trigger from issue** 

Rule is run when it is manually triggered by the user from Actions on any issue type.

[Learn more about manually running rules.](#)

Groups that can run trigger

All logged in users ▼

Show manual trigger for

Issue type ▼

All issue types ▼

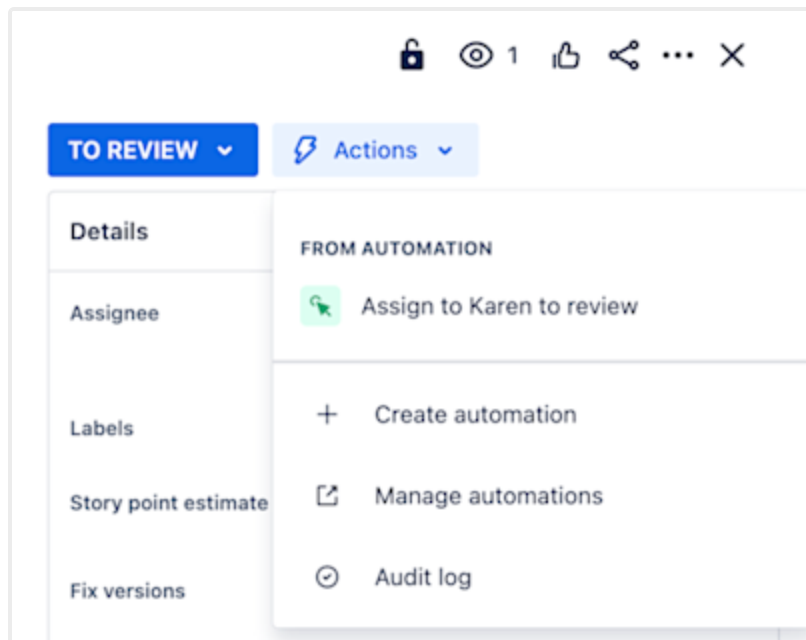
☐ Prompt for input when this rule is triggered

Ask people who trigger this rule to enter information before it runs.

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Once a rule is created with a Manual trigger, anyone with access will be able to trigger it by going to a work item and selecting **Actions**.

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## Multiple work item events

- **Related smart values:** `{{issue}}`

The rule will run when one or more selected work item events occur. For example, send a Slack message when a work item is updated, transitioned or assigned.

Using this trigger may be easier and more efficient than creating several different rules.

...

Multiple issue events

Select one or more issue events that will trigger this rule to run:

Issue events \*

Select one or more events

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- **Related smart values:** `{{issue}}`

This rule runs on a specified schedule. You can run the rule at a fixed rate (for example, every 7 days), or use a [Cron expression](#) for more complex schedules.

You can also choose to enter a JQL query. If you do, actions in this rule will execute on the work items included in the query.

Scheduled rules that reach a **Failure** status for 10 consecutive executions will disable automatically.

 **Scheduled** 

Executes this rule on the provided schedule. You can choose if you'd like to perform actions on a set of issues gathered with a JQL search or simply execute the rule.

**Basic** **Advanced**

Run rule every

Weeks


On

Fri

At

9:00 AM

Australia/Sydney

 **Next run**

Friday, December 15, 2023 9:00 AM AEDT

[Show next 10 runs](#)

☐ Run a JQL search and execute actions for each issue in the query.

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## Work logged

- **Related smart values:** `{{worklog}}`

This rule will run when a work log is created, updated and/or

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 **Work logged** 

This rule will trigger for the specified work logged events. You can access the worklog fields in other components by using the 'worklog' smart value e.g. `{{worklog.timeSpentSeconds}}`

For

All worklog operations ▼

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› How do I access the worklog in my rule?

## Software triggers

The following triggers are only available for Jira.

### Sprint created, started, or completed

- **Related smart values:** `{{sprint}}`

The rule will run when a sprint is created, started or completed on the selected scrum board.

This trigger will either run for every sprint on that board, or you can narrow this down using a [regular expression](#).

You can use this trigger together with the related work items branch **Work item fixed in version** to loop through all work items fixed in this version.

### Version created, updated, released

- **Related smart values:** `{{version}}`

The rule will run when a version is created, updated or released.

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loop through all work items fixed in this version.

## DevOps triggers

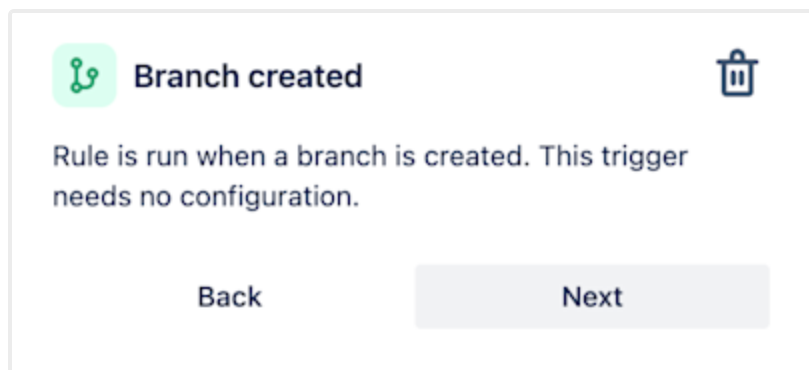
These triggers are only available for Jira Cloud when integrated with a source code management tool. [Check out the list of compatible tools](#)

Self-hosted or On-Premise tools (e.g. Bitbucket Server, Gitlab On-Premise, Github Enterprise) aren't supported. Though they can still be integrated with Jira Cloud and you'll still get the benefits of integrating in other parts of your software space.

### Branch created

- **Related smart values:** `{{branch}}`
- Connect your source code management tool to use this trigger. [Learn how to integrate your development tools with Jira Cloud](#).



You can use conditions to refine the branches you are monitoring with this trigger. The rule will run when a branch is created. For example, when a branch is created that includes a work item key, transition that work item to *In progress*.



### Build failed

- **Related smart values:** [Smart values - development](#)
- Connect your source code management tool to use this

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 **Build failed** 

Rule executes when a build fails.

Build name contains

Leave blank for all builds.



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› [How do I access build data in my rule?](#)

## Build status changed

- **Related smart values:** [Smart values - development](#)
- Connect your source code management tool to use this trigger. [Visit the marketplace to integrate your build tool with Jira Cloud.](#)

Rule executes when the status of a build changes. You can configure this rule to only trigger on certain build names or builds associated with certain branches or tags.

 **Build status changed** 

Rule executes when the status of a build changes.

Build status changes to \*



Build name contains

Leave blank for all builds.

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- Connect your source code management tool to use this trigger. [Visit the marketplace to integrate your build tool with Jira Cloud.](#)

Rule executes when a build succeeds. You can configure this rule to only trigger on certain build names or builds associated with certain branches or tags.

 **Build successful** 

Rule executes when a build succeeds.

Build name contains

Leave blank for all builds.



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› How do I access build data in my rule?

## Commit created

- **Related smart values:** `{{commit}}`
- Connect your source code management tool to use this trigger. [Learn how to integrate your development tools with Jira Cloud.](#)

The rule executes when a commit is created. You can use conditions to refine the commits you are monitoring with this trigger.

 **Commit created** 

Rule is run when a commit is created. This trigger needs no configuration.

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The **Component created in Compass** trigger will cause your rule to run when a component is created in Compass.

You must already have access to a Compass site in order to use this trigger. [Discover Compass](#)

You'll be prompted to set up a connection to Compass the first time you use this component. [Read more about connections](#)

## Scorecard status change in Compass

- **Related smart values:** {{scorecard}} {{component}}

The **Scorecard status change in Compass** trigger will cause your rule to run when a scorecard changes status in Compass.

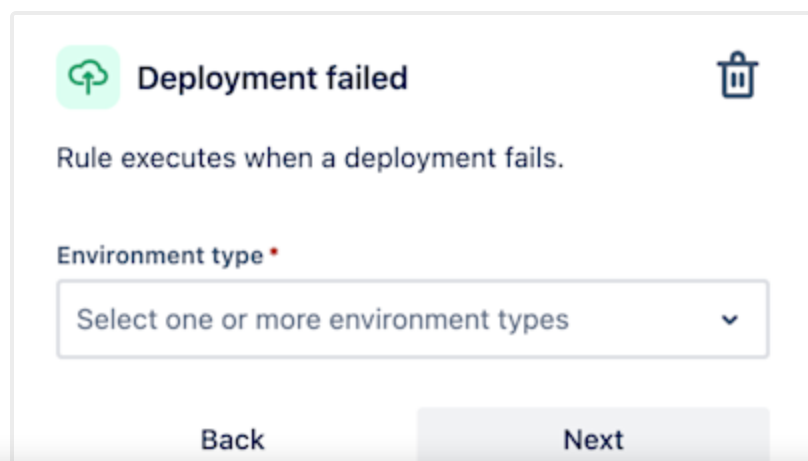
You must already have access to a Compass site in order to use this trigger. [Discover Compass](#)

You'll be prompted to set up a connection to Compass the first time you use this component. [Read more about connections](#)

## Deployment failed

- **Related smart values:** [Smart values - development](#)
- Connect your source code management tool to use this trigger. [Visit the marketplace to integrate your deployment tool with Jira Cloud.](#)



Rule executes when a deployment fails.



The screenshot shows a configuration window for the 'Deployment failed' trigger. At the top left is a green icon of a cloud with a downward arrow, and at the top right is a trash can icon. The title 'Deployment failed' is in the top left. Below the title, it says 'Rule executes when a deployment fails.' There is a label 'Environment type' with a red asterisk. Below it is a dropdown menu with the text 'Select one or more environment types' and a downward arrow. At the bottom are two buttons: 'Back' and 'Next'.

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Rule executes when the status of a deployment changes.

 **Deployment status changed** 

Rule executes when the status of a deployment changes.

Environment type \*

Select one or more environment types ▼

Deployment status \*

Select one or more deployment statuses ▼

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› How do I access deployment data in my rule?

## Deployment successful

- **Related smart values:** [Smart values - development](#)
- Connect your source code management tool to use this trigger. [Visit the marketplace to integrate your deployment tool with Jira Cloud.](#)

Rule executes when a deployment succeeds.

 **Deployment successful** 

Rule executes when a deployment succeeds.

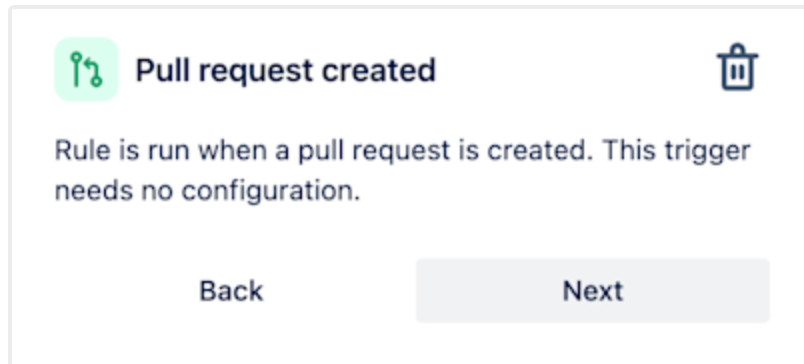
Environment type \*

Select one or more environment types ▼

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- Connect your source code management tool to use this trigger. [Learn how to integrate your development tools with Jira Cloud.](#)

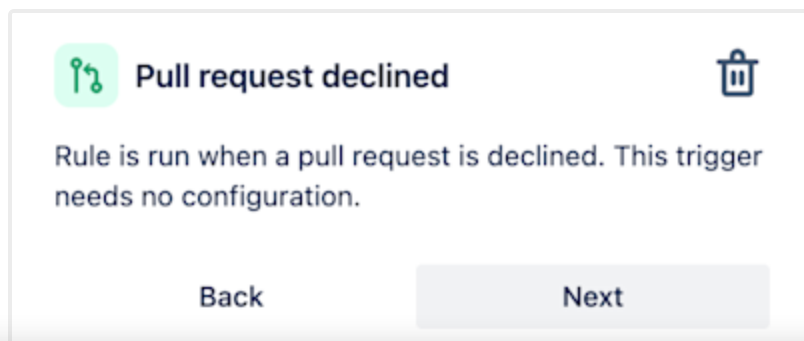
The rule executes when a pull request is created. You can use conditions to refine the pull requests you are monitoring with this trigger. For example, when a pull request is created that includes a work item key, transition that work item to *In review*.



## Pull request declined



- **Related smart values:** `{{pullRequest}}`
- Connect your source code management tool to use this trigger. [Learn how to integrate your development tools with Jira Cloud.](#)

The rule executes when a pull request is declined. You can use conditions to refine the pull requests you are monitoring with this trigger.



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The rule executes when a pull request is merged. You can use conditions to refine the pull requests you are monitoring with this trigger.

 **Pull request merged** 

Rule is run when a pull request is merged. This trigger needs no configuration.

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## Security triggers

### Vulnerability found

- **Related smart values:** `{{vulnerability}}`
- Connect a security tool to your space to use this trigger.

[Learn more about integrating security tools](#)

Rule is run when a vulnerability in one of your connected security containers is found by your security tool and sent to Jira.

Only vulnerabilities that match a severity you choose will activate the rule, you can choose one or more severities in the trigger.

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## Vulnerability found



Rule is run when a new vulnerability (that matches a severity you choose) is found by your security tool and sent to Jira. [Learn more about the security feature](#)



### No security tool installed

This rule won't run until you install a security tool on your site.

[Learn more about integrating security tools](#)

Vulnerability severity \*

Select severity



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- › How to create new linked issues when a vulnerability is found
- › How to link new vulnerabilities to a single issue
- › Vulnerability smart values

## Jira Service Management triggers

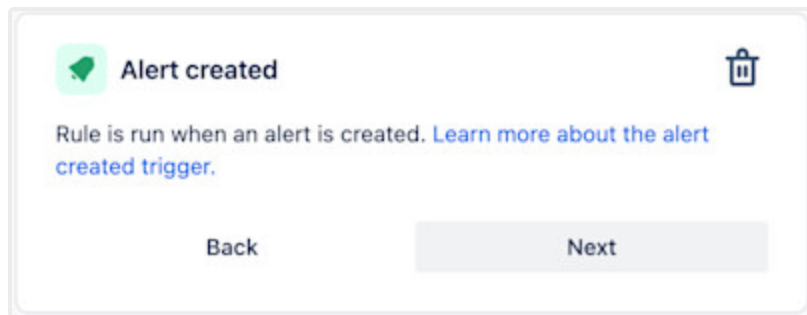
### Alert created

- **Related smart values:** {{alert}}

The rule will run when an alert is created. You can use this trigger to perform actions on Jira Service Management when an alert is created.

For example, create an incident in Jira Service Management when an alert is created or associate the alert with an ongoing

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## Manual trigger from alert

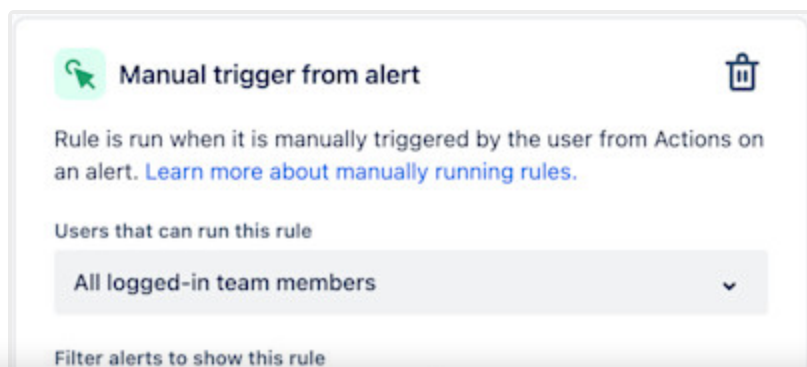
- **Related smart values:** `{{alert}}`

The rule is run when it is manually triggered by the user from Actions on an alert. For example, run an SSM document if the alert description contains certain keywords when the user manually triggers the rule.

**Users that can run this rule:** By default, your rule can be run by all logged-in users, but you can allow only specific users and members of a team to run your rule.

**Filter alerts to show this rule:** You can make your rule available to be run only for certain alerts by choosing alert fields to filter by.

Optionally, you can select **Prompt for input when the rule is triggered** if you want the user, who triggers the rule from an alert, to input any information before the rule is run.

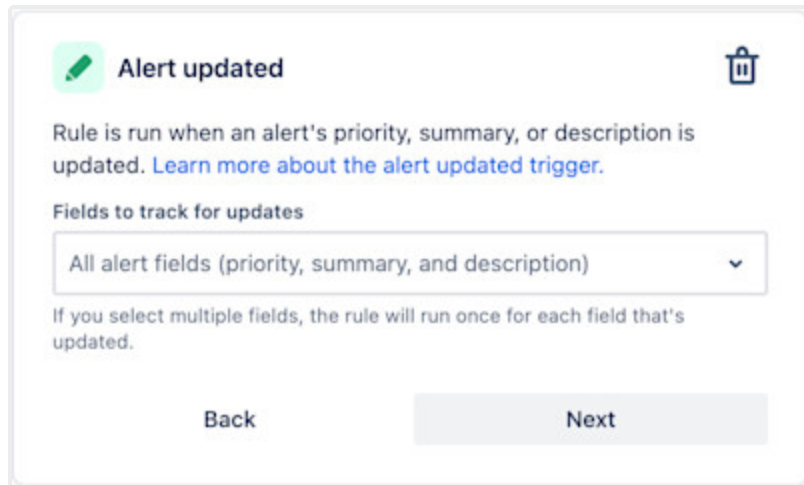


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## Alert updated

- **Related smart values:** `{{alert}}`

The rule is run when an alert's priority, summary, or description is updated. For example, create an incident of P3 priority in a service space when an alert's priority changes to P1.

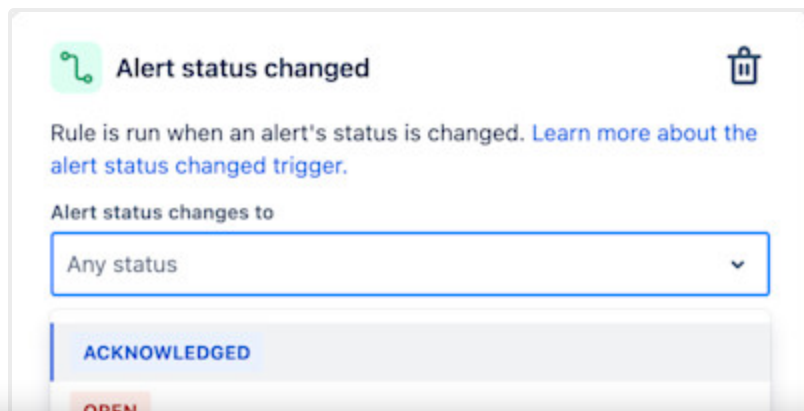


The screenshot shows a configuration window for a rule named "Alert updated". It includes a green pencil icon and a trash icon. The text states: "Rule is run when an alert's priority, summary, or description is updated. [Learn more about the alert updated trigger.](#)" Below this, a section titled "Fields to track for updates" contains a dropdown menu with the text "All alert fields (priority, summary, and description)". A note below the dropdown says: "If you select multiple fields, the rule will run once for each field that's updated." At the bottom, there are "Back" and "Next" buttons.

## Alert status changed

- **Related smart values:** `{{alert.status}}`



The rule will run when an alert's status changes. For example, send a message to a Slack channel when an alert's status changes to OPEN.



The screenshot shows a configuration window for a rule named "Alert status changed". It includes a green status icon and a trash icon. The text states: "Rule is run when an alert's status is changed. [Learn more about the alert status changed trigger.](#)" Below this, a section titled "Alert status changes to" contains a dropdown menu with the text "Any status". Below the dropdown, there are two status options: "ACKNOWLEDGED" (highlighted in blue) and "OPEN" (highlighted in red).

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The rule will run when a new note is added to an alert. For example, send an email when a note is added to an alert.

 **Alert note added** 



Rule is run when a new note is added to an alert. [Learn more about the alert note added trigger.](#)

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## Object trigger

For Jira Service Management only. Rule is run when an object from a specific Assets schema is created, updated, or deleted. This can only be used for global automation rules.

[Learn more about Assets in Jira Service Management](#)

 **Object** 

This rule will trigger when the value of the fields selected below changes.

Created Updated Deleted


Services ▼

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## Attribute value changed

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## Attribute value changed




This rule will trigger when an attribute is changed in Assets. To add a from and to value, add the `{{smart value}}` condition. [Tell me more about attribute automations](#)

Required fields are marked with an asterisk\*

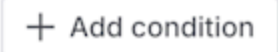
**Schema\***

**Object type\***

**Attribute to monitor for changes\*** 

**Add conditions**

Conditions must be met before a rule is triggered.



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## Service limit breached

- **Related smart**

**values:** `{{breachedSummary}}`, `{{breachedRules}}`

The rule will run when the **daily or hourly processing time** service limit is about to be breached (note that it doesn't monitor other types of services limits, such as the "Items queued globally" limit). [Read more about automation service](#)

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## Service limit breached



Automation comes with [service limits](#) out of the box to protect your Jira instance from run-away rules that might cause performance problems.

This trigger makes it possible to send notifications when your Jira instance is about to breach 'Processing time limits'.

When to trigger

Used more than 80% of service limit



Maximum number of times this rule triggers

Once per hour



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- › How can I access which rules are about to breach my service limits?



## SLA threshold breached

- **Related smart values:** `{{issue}}`

The rule will run when a [Jira Service Management SLA](#) has breached or is about to breach.


This trigger allows you to provide timely feedback to customers, alert agents, and automatically prioritize requests accordingly. You can select the SLA to monitor, and the time before or after it has breached to trigger.

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 **SLA threshold breached** 


Rule alerts you to at-risk [SLAs](#) so you can stay on top of important issues.


SLA \*



Trigger when SLA has \*

☒ breached



☐ will breach in the next   

☐ breached by more than   

[Back](#) [Next](#)

## Approval required

For Jira Service Management only. Rule is run when a work item that requires approval is created or updated, or when new approvers are added to a work item. [Learn more about approvals in Jira Service Management.](#)

 **Approval required** 

For Jira Service Management only. Rule is run when an issue that requires approval is created/updated, or when new approvers are added to an issue. This trigger needs no configuration.

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## Approval completed



For Jira Service Management only. Rule is run when an approval is accepted or declined. This trigger needs no configuration.

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## Emoji reaction to Slack message

Rule is run when a user reacts with an emoji to the work item created by Assist in Slack.

Currently, the trigger works only with work item messages created by the Atlassian Assist app in Slack channels. [Learn more about chat](#)

Since this trigger uses the Slack workspace and channels you set up in chat settings, it won't work unless you connect this service space to a Slack workspace and channel. [Learn how to set up chat in Slack](#)

## Design triggers

### Design linked to work item



The rule will run when a new Figma design is linked to a work item. [Learn how to integrate Figma with Jira](#)

You can use this trigger to add a **DESIGN-LINKED** label to the work item, and notify the assignee that a design has been added.

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The rule will run when a design already linked to a work item is updated.

You can use this trigger to notify the assignee that a design has been updated.

 **Linked design updated** 

Rule is run when a design linked to an issue is updated. This trigger does not need configuration.

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## Status of a linked design changes

The rule will run when the status of a design that's already linked to a work item changes.

You can use this trigger to notify the assignee when a design status has changed, automatically add a status label, or transition the work item to the next status.


### A design needs to already be linked

This rule will not run if you're trying to link a new design to a work item, even if the *from* or *to* statuses are blank.

 **Status of a linked design changes** 

Rule is run when a design linked to an issue has its status changed.

From status

Leave blank to match all statuses 

To status

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This trigger runs your rule whenever a content scanning alert is generated. [Guard Detect](#) generates an alert when someone updates a Jira work item containing certain types of sensitive data, such as credentials, financial, or identity data.

To configure this trigger you need to be an Organization admin or Guard Detect admin and your organization must have an [Atlassian Guard Premium](#) subscription.

## Loom triggers

### Loom moved to folder

- **Related smart values:** `{{loomVideo}}`

This trigger runs your rule when a Loom video is moved to a Loom folder.

### Loom moved to space

- **Related smart values:** `{{loomVideo}}`

This trigger runs your rule when a Loom video is moved to a Loom space.

### Loom records meeting

- **Related smart values:** `{{loomVideo}}`

This trigger runs your rule when a meeting(s) is recorded by Loom.

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