

Sending a notification when custom field value changes

Question: How to trigger a email when value of custom field is updated?

Answer: Create a notification as shown in the screenshot below:

Notification details

Title*

Notification on change of custom field

Give your notification a name

Enabled☒

You can disable your configuration temporarily if needed

Audit enabled☐

When checked, Raley will log every sent message under issue's activity tab: Raley Audit

Notification type*

JIRA issue event

Project*

TTT - TTT

Issue type*

Any x

Event*

Issue updated

Updated fields

CAB x

JQL filter

Additional JQL criteria the issue(s) must match.

Send via*

EMAIL

TO

Issue watchers x

Comma-separated emails or lists

Do not notify author of the change☒

CC

Choose JIRA fie

Comma-separated emails or lists

BCC

Choose JIRA fie

Comma-separated emails or lists

Subject*

Changes made to issue \$issue.key

We use JIRA outgoing email queue and configured server to send emails. Make sure it's properly configured and is working

Add message template similar to the example below:

```

#foreach ($item in $issue.lastchange.items)
  #if ($item.fieldId == "CAB" and $item.fromString == "value before" and $item.toString == "value after")
    <pre>
      Hi there,

      User $issue.lastchange.author.displayName has made some changes to <a href="$context.baseurl
/browse/$issue.key">$issue.key</a>:

      <table border="1">
        <tr>
          <th><b>Field</b></th>
          <th><b>Old value</b></th>
          <th><b>New value</b></th>
        </tr>
        #foreach ($item in $issue.lastchange.items)
          <tr>
            <td>$!item.field</td>
            <td>$!item.fromString</td>
            <td>$!item.toString</td>
          </tr>
        #end
      </table>

      Best,
      Raley
    </pre>
  #end
#end

```

Make a note of the code in line 2 : it shows how to check the customfield value against before and after.