

Conditional notification depending on who is commenting the ticket

Question: your JSM agent is commenting a JSD ticket and customer is notified. Customer replies via email, this comment is added to the ticket, but customer receives a notification as well. How to avoid it?

Answer: Wrap your current notification template like that:

Avoiding notification on customer's own comment - option A

```
#if ($context.currentUserEmail != $issue.fields.reporter.emailAddress)

    Your current template as is...

#end
```

it will ensure that the notification will render only when it is sent by non-reporter.

Or, alternatively, you can do the following:

Avoiding notification on customer's own comment - option B

```
#if ($context.currentUserEmail.endsWith("@yourdomainname.com"))

    Your current template as is...

#end
```

The snippet above will check that the action was performed by a user with specific email domain name. It works, because, normally, your agents' emails are within one specific domain, while your customers are in other. Replace "yourdomainname.com" with a domain that is used by your organisation.