

Sending notification on workflow transition

One of the most typical use cases for notification is when status is transitioning from A to B, say "Open" to "In Progress".

The screenshot below demonstrates how to achieve it:

Notification configuration

The screenshot shows a 'Notification configuration' form with the following fields and options:

- Name ***: A text input field containing 'Testing status change'.
- Enabled ***: A checkbox that is checked. Below it, a note says: 'You can temporary disable this notification if necessary'.
- Audit enabled**: An unchecked checkbox. Below it, a note says: 'When audit is enabled, each message sent with this configuration is saved as a comment to related JIRA issue'.
- JIRA Event ***: A dropdown menu showing 'Issue workflow transition'. Below it, a note says: 'When this event happens in JIRA - we'll send you a notification, or you can define your custom scheduler'.
- Projects**: A dropdown menu showing 'Any project x'.
- Issue types**: A dropdown menu showing 'Any issue type x'.
- Status changed from**: A dropdown menu showing 'Open x'.
- To**: A dropdown menu showing 'In Progress x'.
- JQL Rule**: An empty text input field. Below it, a note says: 'Additional JQL criteria the issue must match (Mandatory when Custom scheduled). Also, please make sure Raley notifications addon has permissions to query your JIRA (managed through user management menu)'.

Note, that you can specify one or more "source"/"target" statuses or any status by picking "Any status".

The notification will be processed if the actual issue status is transitioned from A to B and

1) A is in statuses list specified in FROM and B is in statuses list specified in TO.

or

2) A is in statuses list specified in FROM and TO is **Any Status**

or

3) FROM is **Any Status** and B is in statuses list specified in TO

You can also specify Project(s) to which this notification should be applicable as well as Issue type(s). When more fine-grained control needed you can also provide a JQL rule that the issue must match against.

Specify the recipients using TO, CC and BCC combos and textboxes. For testing purposes, you might want to disable the **Do not notify author of the change** checkbox.

Finally, generate a message template using our [Template Wizard](#). Once it is in place, choose an existing ticket and paste it into **Issue key** textbox and click **Preview notification** button. You'll be presented with the email that is about to be sent if this notification configuration would be fired.

You can also test-drive the email - just click on the **Send test message** button and Raley will send an email as if this notification was triggered with the issue key specified in **Issue key** textbox.