Sending a notification when custom field value changes - cloud

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

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

Notification configuration

Name*	Notification on change of CAB
Enabled*	☑
	You can temporary disable this notification if necessary
Audit enabled	☐
	When audit is enabled, each message sent with this configuration is saved as a comment to related JIRA issue
JIRA Event*	Issue updated ⬍
	When this event happens in JIRA - we'll send you a notification, or you can define your custom scheduler
Projects	MFP ✕
Issue types	Change ✕
Fields updated	CAB ✕
JQL Rule	
	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)

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 $issue.lastchange.author.displayName has made some changes to <a href="
https://yourjirainstance.atlassian.net/browse/$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.

But how do I know what value should I check against?

It is sometimes not obvious what kind of values you should be comparing $item.fromString and $item.toString against. Fortunately, there's a simple way to figure it out.

1) Create a Jira ticket and perform changes that you want to track in your notification.

2) Create a new notification and in Template window paste this value **$issue.lastchange.items**   Then input the issue key that you just created and click on Preview. You'll see something like this in the message preview:

Preview   ✕

To   ip@inversionpoint.net, t990922@gmail.com

Subject test subject

Message [{field=Component, from=null, toString=Public website, fromString=null, to=10002,
            fieldtype=jira, fieldId=components}, {field=Customs select, from=null, toString=ob,
            fromString=null, to=10120, fieldtype=custom, fieldId=customfield_10208}, {field=Custom cb
            group, from=null, toString=b, fromString=null, to=[10123], fieldtype=custom,
            fieldId=customfield_10209}, {field=duedate, from=null, toString=2019-08-13 00:00:00.0,
            fromString=null, to=2019-08-13, fieldtype=jira, fieldId=duedate}]

As you see, during the last change several fields were updated: **Component**, **Customs select**, **Custom cb group** and **duedate**. For each of the fields changed you see the before value in **fromString** and after value in **toString**. Use those values in your Velocity #if condition.