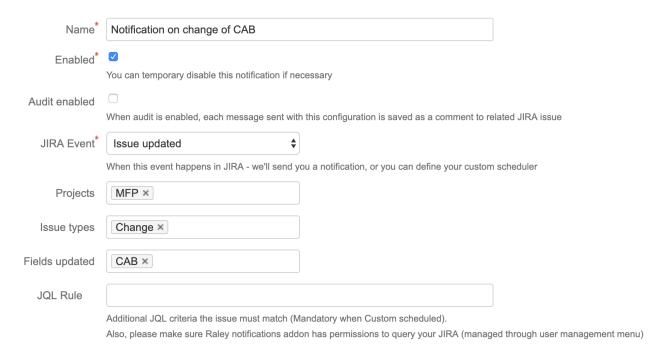
Sending a notification when custom field value changes - cloud

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



Add message template similar to the example below:

```
#foreach ($item in $issue.lastchange.items)
      #if ($item.fieldId == "CAB" and $item.fromString == "value before" and $item.toString == "value after")
             <
             Hi there,
             User Sissue.lastchange.author.displayName has made some changes to <a href="
https://yourjirainstance.atlassian.net/browse/$issue.key">$issue.key</a>:
             <b>Field</b>
             <b>Old value</b>
             <b>New value</b>
          #foreach ($item in $issue.lastchange.items)
      $!item.field
          $!item.fromString
          $!item.toString
      #end
             Best,
             Raley
             #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.