

Response Time custom fields

Response Time custom fields calculates the 'response' or 'no response' time.

Response Time field calculates the time passed till the first public comment, where No Response Time field calculates 'no response time' and displays data for issues which still do not have any respond yet.

To define **Response Time** custom fields, simply

- Navigate to JEP Menu > Custom Field Configurations page and switch to **Duration fields** tab
- Click on **Add new Response Time** or **Add new No Response Time** link.
- Fill the dialog as below

New Response Time custom field

Name:
Type a name for your custom field

Only public comments:
Calculate only public comments

Except reporter?:
Calculate only when action owner is different than reporter

Select working calendar:
If you want to calculate time according to your working calendar, please select a defined working calendar

- **Name** the field
- If **Only public comments** is enabled, it will calculate till the first public comment which can be seen by all users (not restricted to the users or groups).
- If **Except reporter** is enabled, it will omit the comments from the reporter, otherwise the response time will be calculated from the creation date till the first comment (no matter who commented)
- You can select any **working calendar** in order to calculate against working hours.
- Both, Response and No Response Time custom fields have similar configuration dialog.

Below is a sample snapshot of **Response Time** custom field.

The screenshot shows a JEP issue page for 'New Project / NP-22' with the title 'Exception while posting registration data'. The issue is in 'Open' status and 'Unresolved' resolution. The 'Details' section shows the issue type as 'Bug', priority as 'Major', and labels as 'None'. A custom field named 'JEP - Amount of time passed before response' is highlighted with a red box, showing a value of '1 minute and 22 seconds'. The 'Description' section is partially visible below.

Below is a sample snapshot of **No Response Time** custom field.



I am still waiting for response

- Edit
- Assign
- Comment
- More Actions ▾
- Start Progress
- Resolve Issue
- Workflow ▾

Details

Type: Bug
 Priority: Major
 Labels: None
 Reopening counter: 0
 Status: Open
 (View Workflow)
 Resolution: Unresolved

JEP - Amount of ti... 2 days and 18 hours and 49 minutes and 14 seconds
 JEP - Amount of time passed,still no response

Description

Searching against these fields is simple. Use the custom fields in JQL as below

Search

Save as

project = NP AND "JEP - Amount of time passed before response" is not EMPTY

[Syntax Help](#)

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T	Key	Summary	Assignee	Reporter	JEP - Amount of time passed before response
	NP-22	Exception while posting registration data	catherine	admin	83
	NP-20	Testing response timespan with private comments	admin	admin	255
	NP-19	Response timespan issue	admin	admin	76830
	NP-15	Testing first and last in comment date/user	admin	catherine	104
	NP-14	last closed date test issue	admin	admin	131889
	NP-2	issue with null assignee	admin	admin	2738401

Issues + Create Issue Quick Search

Search Save as Views

project = NP AND "JEP - Amount of time passed,still no response" is not EMPTY ORDER BY "JEP - Amount of time passed,still no response"

Syntax Help

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T	Key	Summary	Assignee	Reporter	JEP - Amount of time passed,still no response	JEP - Amount of time passed before response
	NP-23	I am still waiting for response	admin	admin	211368	
	NP-21	Testing response timespan with no public comment	admin	admin	1524176	
	NP-18	Testing first and last resolved date and user	admin	thomas	4225965	
	NP-17	Testing first and last closed date	catherine	catherine	4226598	
	NP-16	Testing first and last in progress date	catherine	thomas	4227888	
	NP-13	JEP-82 unassigned problem	admin	admin	8863997	

You can configure response custom fields by simply clicking on **Configure context** link in cog icon

Applications Projects Issues **Add-ons** User management System

ATLASSIAN MARKETPLACE
Find new add-ons
Manage add-ons
OSGi

ENHANCER PLUGIN FOR JIRA
Custom fields (JEP)
Working calendars
Non-working days
Fields permissions
SLA configuration
Advanced configuration

Enhancer | Custom Fields Configuration

Duration fields | Date fields | User fields | Counter fields | Comment | Linked Issues | Parent fields | SLA fields

Duration custom fields

Time between, Time analyzer, Status timer, Response time, No response time, and Time to resolution fields can be created and configured in this section.

[Add new](#)

Name	Type	Working Calendar	
JEP - Response time	JEP - Amount of time till first response	Default	
JEP - No response time	JEP - Amount of time passed, still no response	24x7	
JEP - time till resolution	JEP - Amount of time till resolution	24x7	

Common settings for 'Time Between' fields

[Configure context](#)
[Edit](#)

Then click on **Edit Response time configuration** link

Default Configuration Scheme for JEP - time till resolution

Default configuration scheme generated by JIRA

Applicable contexts for scheme: [Edit Configuration](#)

Issue type(s):
Global (all issues)

Response time configuration: [Edit Response time configuration](#)

You can easily configure (calendar, issue main and navigator view time formatter) the custom field according to the context

Enhancer Plugin for JIRA - Configure "JEP - time till resolution "

If you want to calculate time according to your working calendar, please select a defined working calendar

Only public comments

Calculate only public comments

Except reporter?

Calculate only when action owner is different than reporter

Working calendars

If you want to calculate time according to your calendar, please select a defined calendar

Time formatter (Main View) Use Suffix Month Week Day Hour Minute Second

Select the format that you want to see in issue's main view. Check/Uncheck to see sample duration.

SAMPLE : 34 DAYS, 2 HOURS, 15 MINUTES, 15 SECONDS

Time formatter (Navigator View) Use Suffix Month Week Day Hour Minute Second

Select the format that you want to see in navigator view. Check/Uncheck to see sample duration.

SAMPLE : 34 DAYS, 2 HOURS, 15 MINUTES, 15 SECONDS