Time between custom field

Time Between custom field calculates time passed between two statuses/events. It can be configured to work against a specific working calendar as well as excluding paused statuses.

This field displays total working duration and details.

To create or update Time Between custom field

- Navigate to JIRA Admin > Add-ons > Enhancer Plugin Menu > Custom Field Configuration and switch to Time tab.
- Click on Add new Time Between custom field link button.
- Fill the dialog

- Give a Name to your custom field
- Select the origin and target events, they can be any status, event (e.g. 'Resolution', 'Reopening') or date/time custom fields.
- Calendar can be selected. Working calendars can be defined in JIRA Admin > Add-ons > Enhancer Plugin Menu > Working Calendars menu item.
- Occurrence can be set to display First or Last occurrence, or aggregated result with Cumulative option, or event the Largest span (from the very beginning of origin status till the latest target status)

About Occurrence

This option is disabled when at least one of the origin or target events is selected as Date Custom Field, since Date Custom Field provides only one date which means there can only be one occurrence.
Enable Latest Origin checkbox if you want to calculate duration from latest origin status. For instance, assume you have a workflow of Open - In progress - Resolved - Closed, and you want to calculate working duration from Open to Resolved. If the issue's status has been set to Open - In progress - Open - In progress - Resolved (by this order) and you want to calculate time from the latest Open, you should enable Latest Origin flag. Otherwise it will calculate from the first Open status in issue history.

Latest Target
When origin event is selected to be Date Custom Field, latest origin changes to Latest Target. If the issue's status has been set to Open - In progress - Resolved - Open - In progress - Resolved - Closed (by this order) and you want to calculate time to the latest Resolved, you should enable Latest Target flag. Otherwise it will calculate to the first Resolved status in issue history.

Time formatter display options (both for issue main view and navigator view) can be configured easily as below.

And click Add Custom Field button. That's it.

You'll see recently defined custom field in the same screen. You can always configure, edit, delete the custom field by simply clicking on the cog icon at the right.

Working Calendar

After defining the custom field Paused (Frozen) statuses can be configured by clicking Pauses in the cog icon, or in Pause Options in the custom field context configuration screen.

Default Configuration Scheme for Time Between Open - Resolved

Default configuration scheme generated by JIRA

Applicable contexts for scheme: Edit Configuration
Issue type(s):
Global (all issues)

Time Between Configuration: Edit Time Between Configuration (Open - Resolved)

A dialog will appear in which you can select as many statuses as you want to exclude time in this status.
Pause Options

Please check the statuses in which you want to pause timer:

- Approved
- Canceled
- Closed
- Critical Zone
- Development
- DONE
- Extract in CM Tool
- Extract Requested
- In Progress
- IT Testing
- Mapping Documentation
- On Standby
- Open
- Rejected
- Reopened
- Resolved
- Technical Bug Fix

Click OK button to save changes.

PAUSE lozenge will be seen next to custom field which indicates that this field has paused status options.

You can search issues against this custom field in issue navigator.

Sample results in issue navigator
You can define as many "Time Between" custom fields as you wish.

By default, when you export to Excel (in issue navigator) Time Between fields give all execution details such as start time, end time, total duration.

You can get a summary for Excel exports.

Now the Excel look should be similar to the following.

Getting Time Between Value via Rest Service

GET Time Between custom field details per issue.

JIRA_URL/rest/jep-api/latest/customfields/timebetween/customfield_xyz?issue=ABC-123 (GET)

where customfield_xyz is the customfield Id and ABC-123 is the issue key.

Sample output: