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:

  - **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.

Below is a sample snapshot of **No Response Time** custom field.
Searching against these fields is simple. Use the custom fields in JQL as below:

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

### Search

1–6 of 6

<table>
<thead>
<tr>
<th>T</th>
<th>Key</th>
<th>Summary</th>
<th>Assignee</th>
<th>Reporter</th>
<th>JEP - Amount of time passed before response</th>
</tr>
</thead>
<tbody>
<tr>
<td>T</td>
<td>NP-22</td>
<td>Exception while posting registration data</td>
<td>catherine</td>
<td>admin</td>
<td>83</td>
</tr>
<tr>
<td>T</td>
<td>NP-20</td>
<td>Testing response timespan with private comments</td>
<td>admin</td>
<td>admin</td>
<td>255</td>
</tr>
<tr>
<td>T</td>
<td>NP-19</td>
<td>Response timespan issue</td>
<td>admin</td>
<td>admin</td>
<td>76830</td>
</tr>
<tr>
<td>T</td>
<td>NP-15</td>
<td>Testing first and last in comment date/user</td>
<td>admin</td>
<td>catherine</td>
<td>104</td>
</tr>
<tr>
<td>T</td>
<td>NP-14</td>
<td>last closed date test issue</td>
<td>admin</td>
<td>admin</td>
<td>131889</td>
</tr>
<tr>
<td>T</td>
<td>NP-2</td>
<td>issue with null assignee</td>
<td>admin</td>
<td>admin</td>
<td>2738401</td>
</tr>
</tbody>
</table>
You can configure response custom fields by simply clicking on **Configure context** link in cog icon

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.

<table>
<thead>
<tr>
<th>Only public comments</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculate only public comments</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Except reporter?</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculate only when action owner is different than reporter</td>
<td></td>
</tr>
</tbody>
</table>

**Working calendars**

- 24x7

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

**Time formatter (Main View)**

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

**Time formatter (Navigator View)**

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

**Save**