SLA Notifier

ⓘ As of version 9.0.0, generic SLA Notifier settings are moved to the General tab under Settings.

SLA Notifiers can be configured to notify relevant people before or after the breach. Notifier can be chosen to work with SLAs' working calendar. It also can be enabled to work as a recurring notifier.

SLA Notifier

Configure SLA specific notifier

☑ **Enable notifier**
Check to enable notifier

Name | SLA is in critical zone
If you wish, you can give a name to your notifier in order to clarify among multiple notifiers

Notify before | 4h
How long before the SLA Target Date should the notification be sent? If you want to be notified after SLA Target Date type minus (e.g. -10m to be notified 10 minutes after SLA Target Date)

Working Calendar ☑ **Enable working calendar**
Check to use only working hours for calculating notify time

Recurrence ☑ **Enable recurring notifier**
Check this to continue sending notifications with user defined intervals after the first notification until the issue reaches SLAs target status.

Recurring Interval | 30m
How often notifications should be sent after the first notification. Please enter a duration longer than 10 minutes.

E-mail subject | SLA Notifier for $slaDescription
The subject of the email (You can use dynamic parameters with $)

[OK] Cancel

- **Name**: Give a name to remember your notifier. It is handy when you have loads of SLA Notifiers.
- **Notify before**: Time string to fire notification before the SLA target. *For instance if you type **4h**, notification will be done four hours before the SLA target date.*
  Also you can use this box to set a notification after the SLA target date. To do so add **-** (**minus**) to the very beginning of the time string. *For instance **-1h** means, one hour after the SLA target date*
- **Enable working calendar**: When this option is enabled, notification will only be sent in the working hours of the related calendar.
- **Recurrence**: Recurrent notifications will be done for every given recurring interval until the completion of SLA. *For instance, if recurring interval is defined as 30m and notify before is defined as 2h, then TTS will send first email 2 hours before the deadline, and it will send emails every 30 minutes till SLA becomes completed.*
- **Email subject**: You can arrange the email subject here dynamically. Dynamic parameters are described below.
- **Email content**: You can arrange the email content here dynamically. Dynamic parameters are described below.

SLA Notifier

E-mail subject	SLA Notifier for $slaDescription

The subject of the email (You can use dynamic parameters with $)

E-mail content	You are getting this email because you are in 'Time to SLA Plugin for JIRA's SLA Notification List for SLA: $slaDescription Following issue is close to SLA target date. Here are the details : Issue : ${issue.key} ${issue.summary} SLA Start : $slaStartDate SLA Target : $slaTargetDate Origin Status : $originStatus Target Status: $targetStatus

The content of the email (You can use dynamic parameters with $)

OK   Cancel

Email subject and body can be fully dynamic, as described in this section.

Parameters that can be passed to SLA Notifier are listed below.

Parameter	Type	Description
${slaDescription}	String	Name of the SLA
${slaValue}	String	SLA value as a time string
${slaStartDate}	String	Start time of the SLA
${slaEndDate}	String	End time of the SLA
${slaNotifyBefore}	String	Notify before parameter in notification settings
${originStatus}	String	Origin status name, **null** if origin is not set by status
${targetStatus}	String	Target status name, **null** if target is not set by status
${slaExceeded}	Boolean	Indicates whether or not SLA is exceeded `(v7.1.0+)` **Example** `#if(${slaExceeded})You missed SLA deadline#end`
${slaRemainingTime}	String	Remaining duration of SLA (e.g. 1h 30m) `(v7.1.0+)`
${slaOverdue}	String	Overdue duration of SLA (e.g. 1d 10h) `(v7.1.0+)`
${issue}	Issue	Issue object to retrieve various issue attributes (e.g. `${issue.summary}`)

${customField Manager}	CustomField Manager	CustomFieldManager could be used to insert custom field values into email text
		Example `${issue.getCustomFieldValue($customFieldManager.getCustomFieldObject('customfield_11100'))}`
${dateTool}	DateTool	DateTool could be used to format dates. (v7.7.0+)
		Example `$dateTool.format('d-M-yyyy H:m:s', ${issue.getCustomFieldValue($customFieldManager.getCustomFieldObject('customfield_11201'))})`
${dateTimeFor matter}	DateTimeFor matter	DateTimeFormatter could be used to format dates with pre-defined formats in JIRA. (v7.7.0+)

		Example
		
		`$dateTimeFormatter.formatDMYHMS(${issue.getCustomFieldValue($customFieldManager.getCustomFieldObject('customfield_11201'))})`
		`$dateTimeFormatter.format(${issue.getCustomFieldValue($customFieldManager.getCustomFieldObject('customfield_11201'))})`

ⓘ **Handy tip for template variables**

Many times custom fields or other fields on the issue might have a null value resulting in variable names displayed in e-mail content. To prevent this simply put an ! after $ sign on variable name like this:

```
$!{issue.getCustomFieldValue($customFieldManager.getCustomFieldObject('customfield_11100'))}
```

ⓘ **Formatting dates with custom time zone**

You can change timezone of the dateTimeFormatter provided in notifier context.

1. Copy following code block into your notifier content:

```
#set( $tz = $dateTool.getTimeZone().getTimeZone("IST"))
#set( $zonedFormatter = $dateTimeFormatter.withZone($tz))
#set( $date = $issue.created)
Created Date: ${zonedFormatter.format($date)}<br>
```

2. Change IST with any timezone you would like to apply. Find list of all available time zones here.

3. Change $date with any date you would like to format.

4. You can also apply custom time formats with zonedFormatter as usual.

In the following part, recipients (assignee, reporter, component leads, project lead, project role members, group members or even email addresses) can be configured.

SLA Notifier

☑ **Assignee?**
Check if you want to send notification to the assignee of the issue

☐ **Reporter?**
Check if you want to send notification to the reporter of the issue

☑ **Comp. leads?**
Check if you want to send notification to the component leads of the issue

☑ **Project lead?**
Check if you want to send notification to the project lead of the issue

Emails
john@mycompany
Type emails (delimited by comma) to notify (e.g. john@mycompany.com,david@mycompany.com)

Project roles
Select Project Role
Pick project roles to notify members

User field
Select user custom field(s)
Pick user custom fields, users in selected field(s) will be notified

Group
Select group
Pick groups, users in selected group(s) will be notified

OK   Cancel

- **Assignee**: Enable to send notification to assignee (by the time of notification) of the issue.
- **Reporter**: Enable to send notification to reporter (by the time of notification) of the issue.
- **Component leads**: Enable to send notification to the component leads (by the time of notification) of the issue.
- **Project lead**: Enable to send notification to the project lead.
- **Emails**: You can type any email here. For multiple emails use comma (,) *e.g.: john@mycompany.com,david@yourcompany.com*
- **Project roles**: Pick project role(s) to send notification to users who have that roles for the project of the issue
- **User field**: The user(s) in this selected custom field will be notified.
- **Group**: The user(s) in this group will be notified
- **Event**: If you want to fire an event you can simply select here. By the time of notification, selected event will be fired for the issue.

There is a 'Preview' button to test the email template, type sample issue key and press the button.

SLA Notifier

Fires an event that can be processed by listeners.

Event   Generic Event   ▾

Preview email content

Issue   TP-1   ☰ Preview

Enter issue key

> **Subject:**
> SLA Notifier for Normal Resolve

> **Body:**
> You are getting this email because you are in 'Time to SLA Plugin for JIRA's SLA Notification List for SLA: Normal Resolve
> Following issue is close to SLA target date.
>
> Here are the details :
> Issue : TP-1 Urgent issue to be handled by Urgent calendar
> SLA Start : Yesterday 12:00 AM
> SLA Target : 12 hours ago
> Origin Status : Open
> Target Status: Resolved

OK   Cancel

You can define multiple SLA notifiers per SLA.

Advanced Tip

In Time to SLA notifier templates you can use many powerful features of Velocity templating engine such as loops, if/else conditions etc. Refer to official Velocity guide for more details.

Here is an example of how you can iterate over the selected users in a multiple user picker custom field and displaying their real names:

```
#set( $users = $!{issue.getCustomFieldValue($customFieldManager.getCustomFieldObject('customfield_10300'))})

Custom Field (Multiple user picker):
#foreach( $user in $users )
  $user.displayName#if( $velocityHasNext ),#end
#end
```