



# Out of Office Assistant for Jira

Leave the office with no worries

# Use Case #1



Q

I want to choose an assignee who is **not out of office**

A

[Enable highlight OOO user](#) helps to identify OOO users upfront to reduce unnecessary delays

**Highlight User as Out Of Office** ☒

Differentiate out of office user with different display name and avatar

**Highlight User as Out Of Office**

Assignee: e

Reporter:

**Suggestions**

Out of office - Emma Miller - emmam@akeles.com (emmam)

**Do Not Highlight User as Out Of Office (Default)**

Assignee: e

Reporter:

**Suggestions**

Emma Miller - emmam@akeles.com (emmam)

**Tip:**

The avatar and display name will be swapped during the Out of Office period automatically

# Use Case #2



Q

I want to inform people whenever they **comment on my assigned tasks** during my vacation

A

You can manage expectations by posting your Out of Office message as a comment automatically

▼ Activity

All

Comments

Download Logs

Work Log

History

Activity

Transitions

External Share

▼

 Will added a comment - 1 minute ago

Hello, I am currently out of office until 15 July.  
My colleague Sandeep will be handling this issue in the meantime. Thank you!

Edit · Delete · 

**Tip:**

The Out of Office message is posted only once a day per issue to avoid spamming

# Use Case #3



- Q** I want to inform people whenever they @mention me in any issues during my holidays
- A** You only need to specify the period you are away and the message to be posted

### Out of Office Period

You will be away\*  
from?

2024-07-02 00:00 - 2024-07-02 23:59

The first day that you are going away & The last day that you are away

Message

The first part of message to be added to the issue as comment (Period message + Recur Rule message)

**Tip:** The @mention checks are only applicable for **Description** field and **Comments** when the option is enabled.

# Use Case #4



Q

I want to **reassign** new issues automatically **to my coverer** during my absence

A

[Set a coverer](#) during your Out of Office period so issues will be reassigned to them immediately

Recurring Rule

Project\*

All other projects

The project that this rule is going to be applicable

Reassign Issue

Assign to Coverer

Reassign the issue to coverer, do not reassign, or unassigned (if allowed unassign issue is enabled).

Coverer

The user id of the person covering.

Message

The second part of message to be added to the issue as comment (Period message + Recur Rule message)

☐ Post internal comment on issue re-assignment, @mentioned and internal comment. If unchecked, comment shall always be public for JIRA Service Desk Projects

Tip:

There is a catch-all rule for “**all other projects**”, so you need not create rules for every project

# Use Case #5



I don't want to redo the coverer assignment every time I go on leave



With a recurring rule, you only need to specify the period that you are away

Out of Office Period				
This will run alongside with recurring rule to populate out of office message				
S/N	From	To	Status	Message
1	2024-07-15 00:00	2024-07-19 23:59	UPCOMING	I will be out of the office until 19 July. Thank you for your understanding.
Recurring Rule				
This rule runs when out of office period is active				
Project		Covering	Message	
Project A [PROJ]		Leon [leon]	My colleague will be taking over during this period.	
Project C [PROJC]		Do not reassign issue	I will respond as soon as possible.	
All other projects		Unassign the Issue	This issue will be taken care of by any other available member of the team.	

## Tip:

You can leave a project specific message in the recurring rule which will be posted together with period message

# Use Case #6



**Q** I have a **special case** where my coverer / message is different from the usual

**A** Set a one-time rule which takes priority over currently active recurring rules

### One-time Rule

You will be away\*  
from?

2024-07-02 00:00 - 2024-07-02 23:59

The first day that you are going away & The last day that you are away

Project\*

HR Onboarding (ONBOARDING)

The project that this rule is going to be applicable

Reassign Issue

Assign to Coverer

Reassign the issue to coverer, do not reassign, or unassigned (if allowed unassign issue is enabled).

Coverer

Clark Kent

The user id of the person covering.

Message

Please look for Clark for all onboarding related tasks. He will take over my tasks for today. Thanks!

The message to be added to the issue as a comment

**Tip:** It is a best practice to maintain the recurring rules as part of Business Continuity planning

# Use Case #7



Q

I would like to set OOO for my co-worker who is away last minute and cannot update their OOO

A

It is possible for Jira admins to add one time rule on behalf of any Jira users

Add OOO Rule for User

OOO User

Alana Grant

The user that is out of office and required a rule to be configured so that JIRA issue are taken care off in his/her absence.

You will be away\* from?

2024-07-10 00:00 - 2024-07-10 23:59

The first day that you are going away & The last day that you are away

Project\*

All other projects

The project that this rule is going to be applicat

Reassign Issue

Assign to Coverer

Reassign the issue to coverer, do not reassign,

One-time Rule

+ Add One-time Rule

This are exception rule which runs separately from out of office period

S/N	From	To	Project	Status	Covering	Message	Actions
1	2024-07-10 00:00	2024-07-10 23:59	All other projects	ACTIVE	Jennifer Evans		<div>This is created by Administrator</div>

Tip:

Users can be able to view OOO rules added on behalf of them



# Use Case #8



Q

I want to **exclude closed issues** from the OOO automation to avoid unnecessary comments

A

[Specify a JQL filter](#) to skip matching issues from being processed by Out of Office Assistant

### Out Of Office Admin Configuration

Default Exclusion Filter

statusCategory = Done |

AND

OR

ORDER BY

✓

will be excluded.

**Tip:** Take a look at [more examples](#)!

# Use Case #9



Q

I want to allow the coverer to **reassign difficult issues back** for me to deal with after I am back

A

You can [toggle user options](#) to cater for special scenarios

Options

☐ Do not reassign back to coverer if I am assigning to myself

☒ Allow the coverer to reassign back to me when I am Out-of-Office

☒ Out of office reply when mentioned in comment or description

Exclusion Filter

None

Type:

The type of JQL filter to exclude issues from reassigning.

Update

**Tip:** You can also manually assign issues to yourself during your absence.

# Use Case #10



Q

I do not want **Service Desk customers** to see OOO messages which may contain internal info

A

You can check the option to always post OOO messages as internal comment for Service Desk tickets

Message

I am away, please look for Alex.

The message to be added to the issue as a comment

☒ Post internal comment on issue re-assignment, @mentioned and internal comment. If unchecked, comment shall always be public for JIRA Service Desk Projects

☒ Do not send any public comment into service desk project

# Use Case #11



- Q I want to have a reminder to turn off OOO in event that I return earlier than planned
- A A banner is displayed whenever there is an active OOO rule

 You currently have an out of office rule enabled. Your issues will be automatically re-assigned or replied. Click [here](#) to change your out of office rule.



Jira

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# Use Case #12



Q

I want **external system** to update Out of Office period when my leave is approved

A

There is a [REST API](#) available to configure OOO periods

Out of Office Period

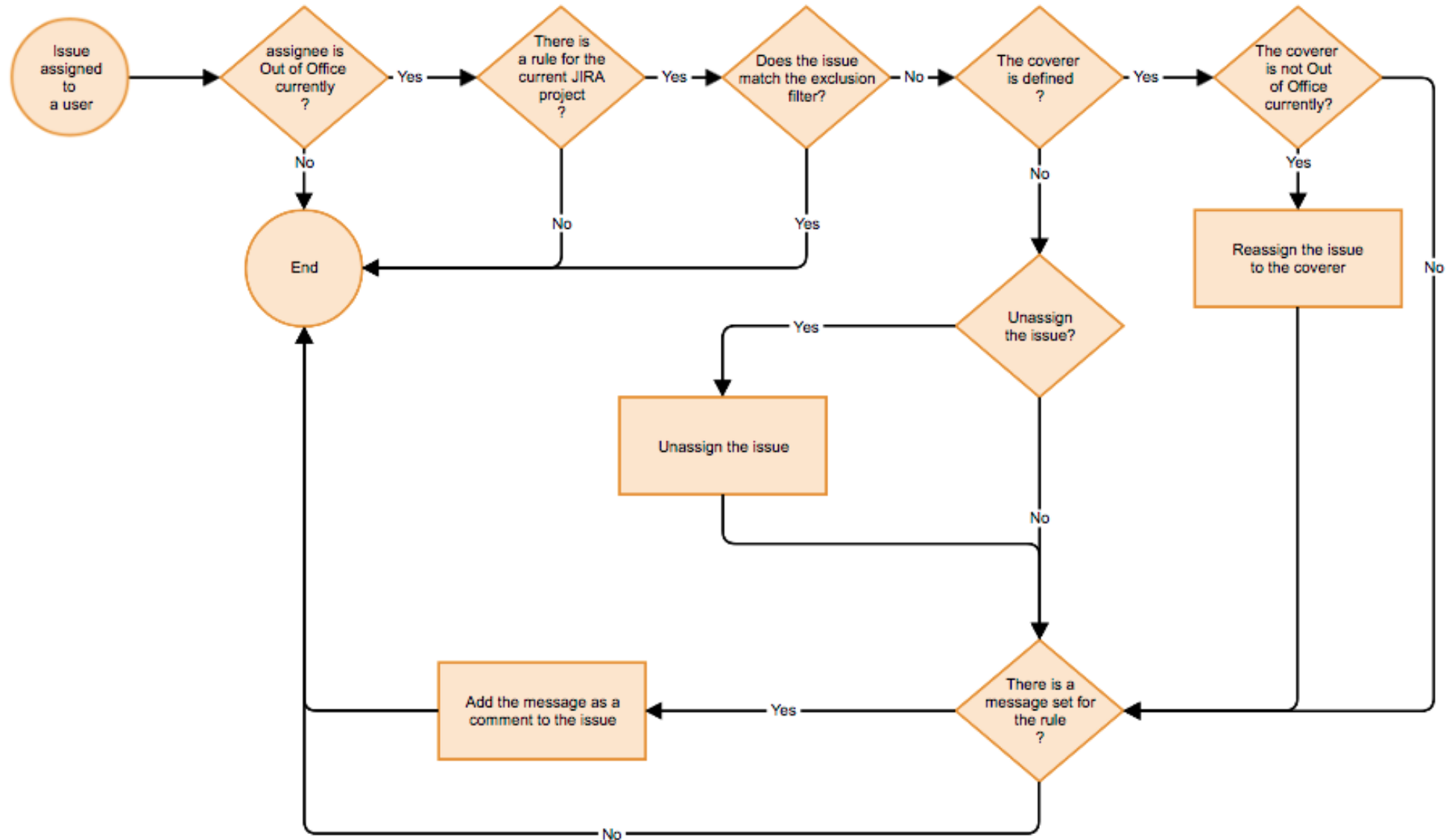
+ Add Out of Office Period

This will run alongside with recurring rule to populate out of office message

S/N	From	To	Status	Message	Actions
1	2024-12-23 00:00	2025-01-01 23:59	UPCOMING	Hello, the company will be on break during this festive season. We will be back right after the new year. Happy holidays!	<div><div></div><div></div></div>
2	2024-07-09 00:00	2024-07-31 23:59	ACTIVE	Currently out of office for the rest of the month.	<div><div></div><div></div></div>
3	2024-06-03 00:00	2024-06-03 23:59	PAST	On medical leave for the day. Apologies for any inconvenience.	<div><div></div></div>

**Tip:** You can check out your OOO periods at a glance.

# The Processing Logic





# Supported Translations

Thanks to our users, OOO Assistant supports the following languages

- **English** – Out of Office Assistant
- **French** – Assistant d'absence
- **German** – Abwesenheitsassistent
- **Polish** – Out Of Office Assistant

If you would like to add a translation to your local language, please contact us on [our Service Desk](#)

# Additional Resources



- [Marketplace Listing](#)
- [User Guide](#)
- [Our Service Desk](#)

We welcome any feedback and suggestions for improvement 😊





# Other Related Apps



[Lookup Manager](#) works like VLookup function in Microsoft Excel. It performs issue updates with mapped values from a user configurable lookup table in Jira. It is helpful for filling up supplementary info or assigning tasks.



[Bulk Approvals for JSM](#) speeds up approval and save time by allowing users to approve multiple tickets in one go. By displaying the relevant fields for each request type, it provides context and clarity for the decision making.



[User Auditor for Jira](#) allows admins to generate detailed report on access rights of each and every users for the selected projects. This is a time saver for audits, access cleanup and granting access rights to the replacement.