Out of Office Assistant for Jira

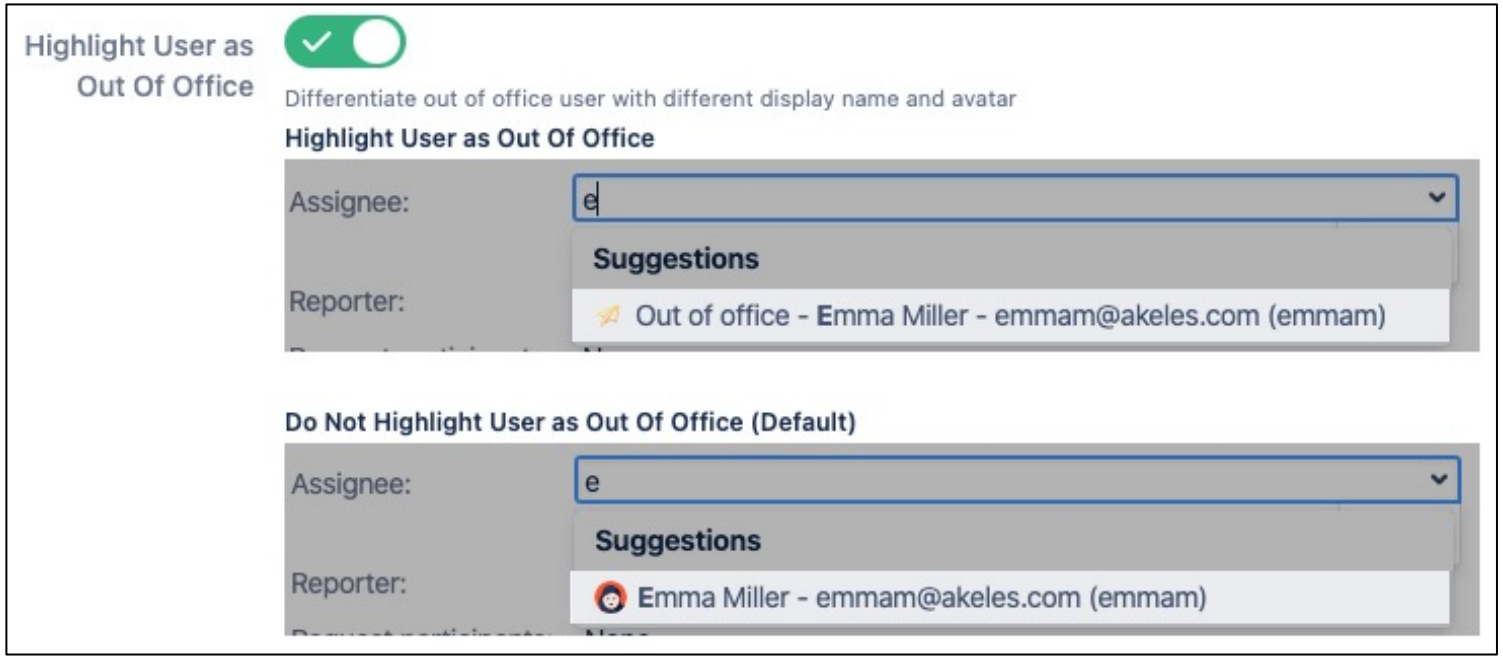
Leave the office with no worries

Akeles
PEOPLE . PROCESS . TECHNOLOGY

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



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

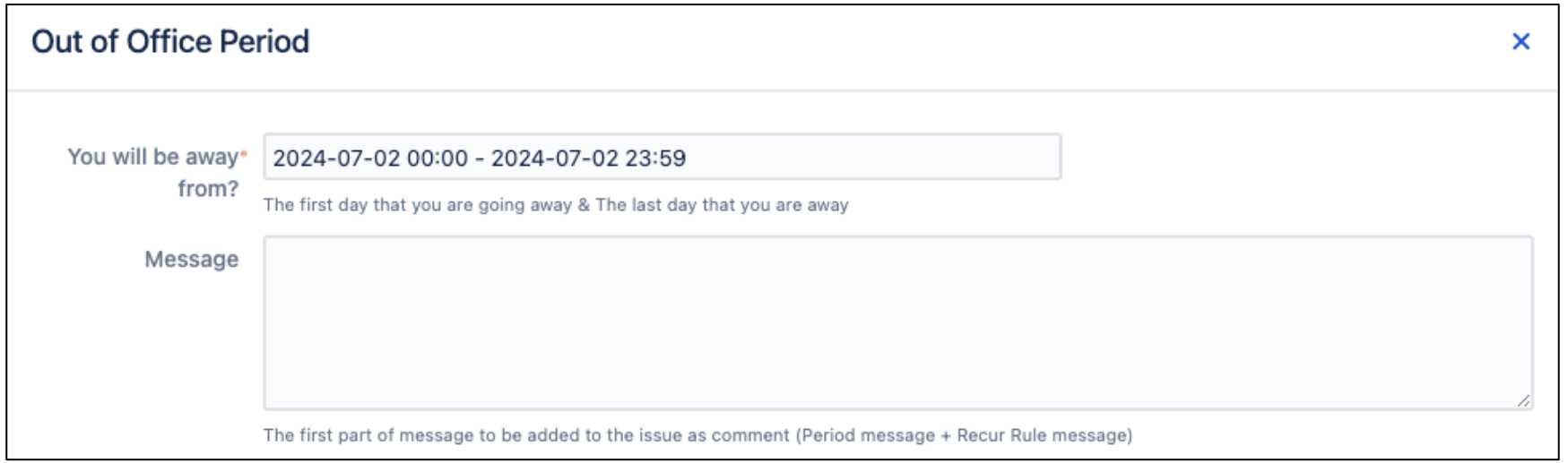
A You can manage expectations by posting your Out of Office message as a comment automatically

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

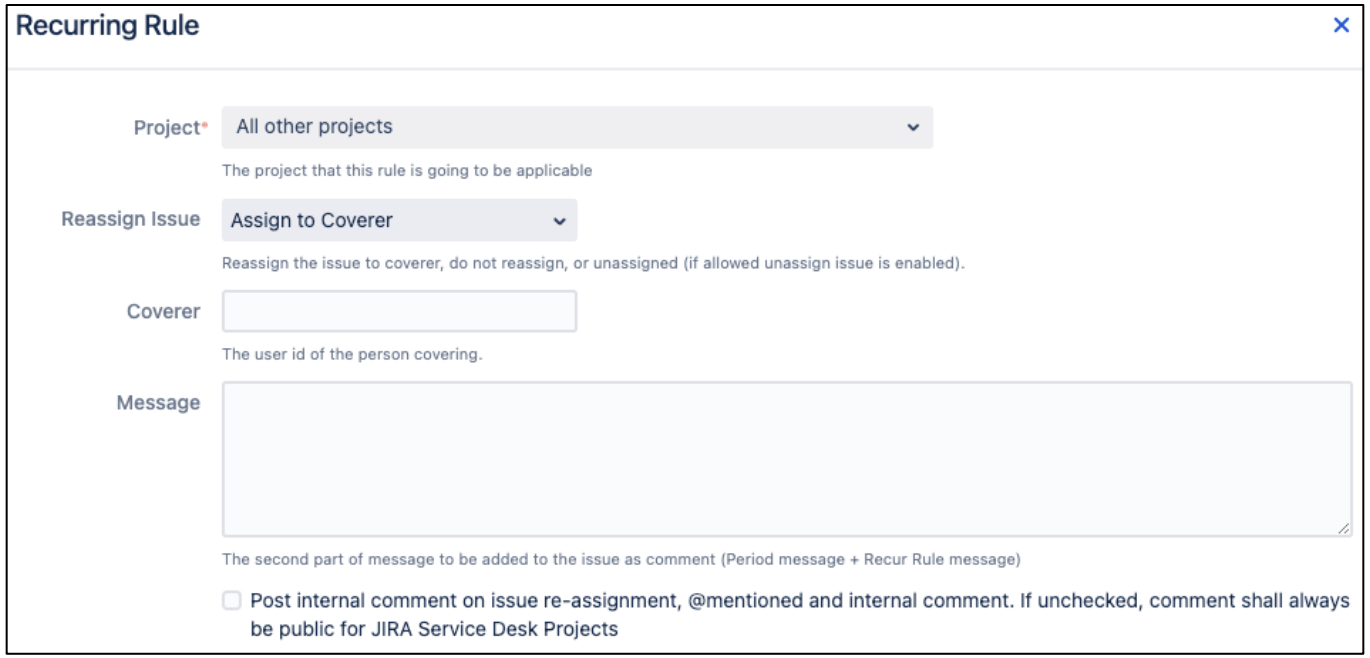


Tip: The @mention checks are only applicable for **Description** field and **Comments** when the option is enabled.

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



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

Use Case #5

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

A 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

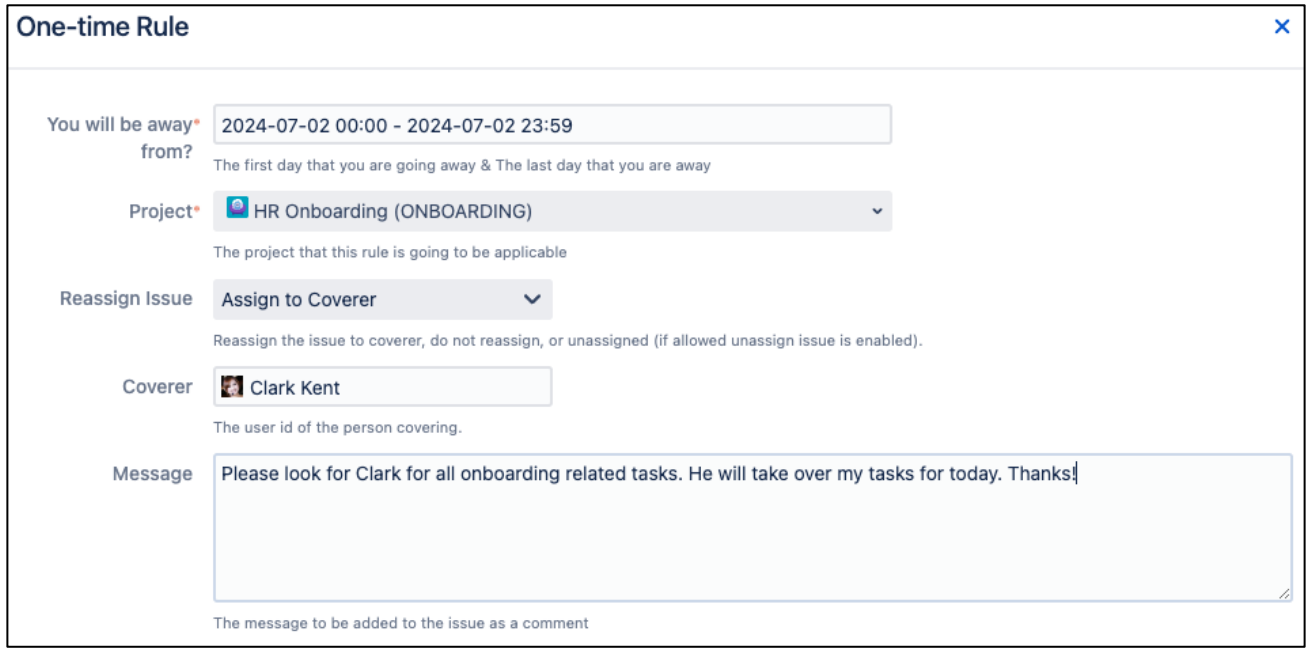
Project	Covering	Message
Project A [PROJ]	Leon [leon]	My colleague will be taking over during this period.
Project C [PROJC]	Do not reassign issue	I will respond as soon as possible.
All other projects	Unassign the Issue	This issue will be taken care of by any other available member of the team.

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

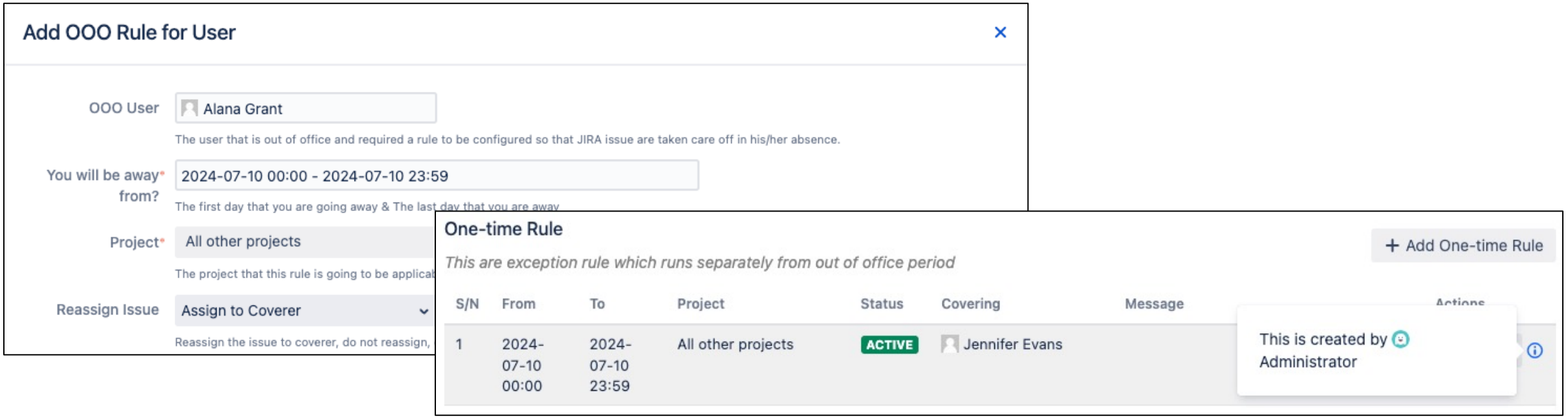


Tip: It is a best practice to maintain the recurring rules as part of Business Continuity planning

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

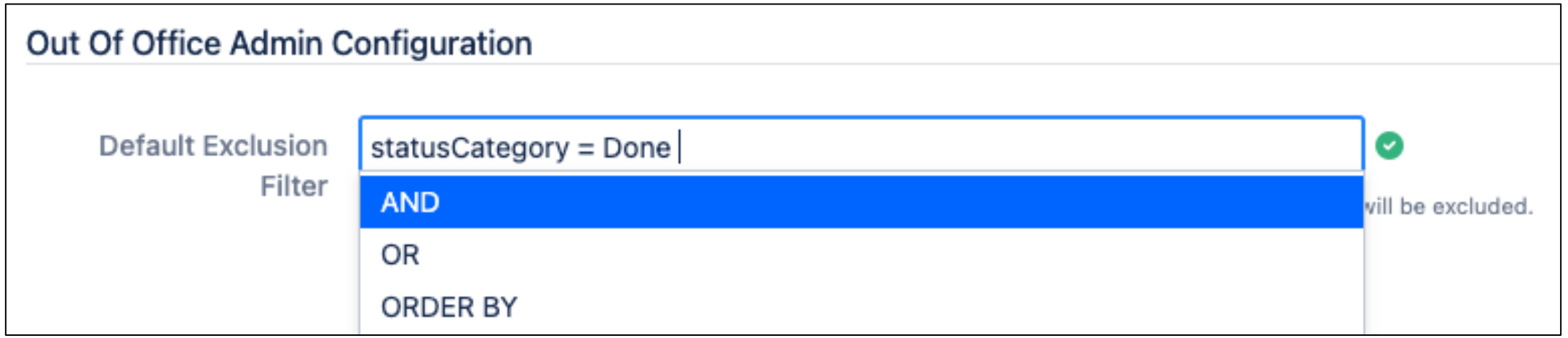


Tip: Users can be able to view OOO rules added on behalf of them

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

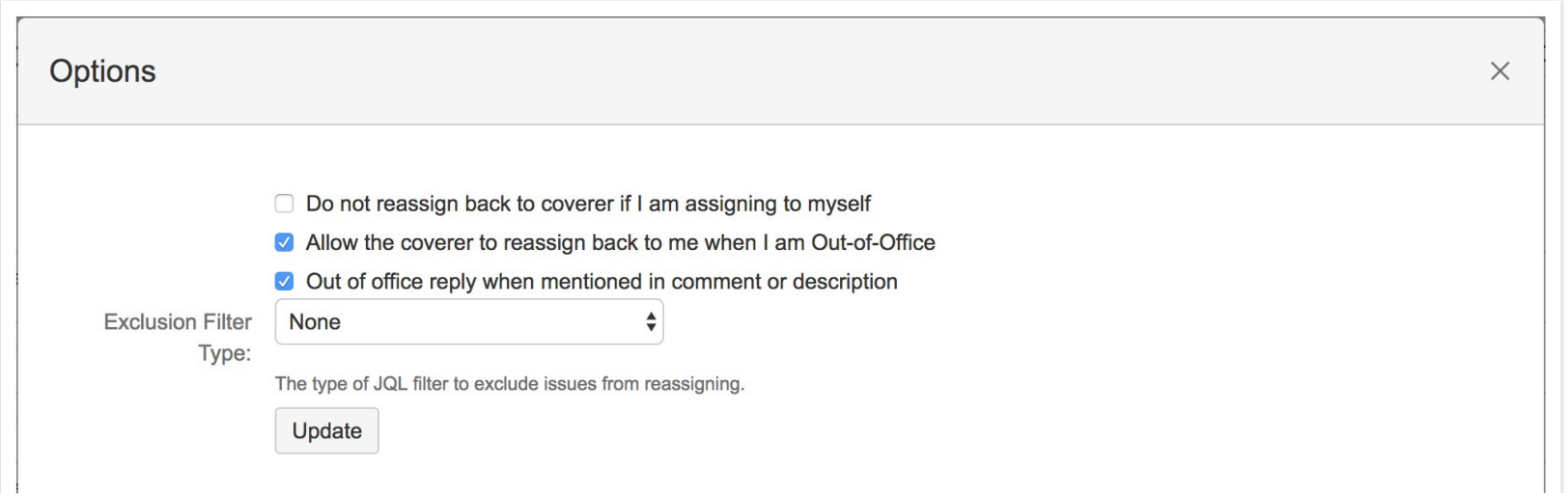


Tip: Take a look at [more examples](#)!

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

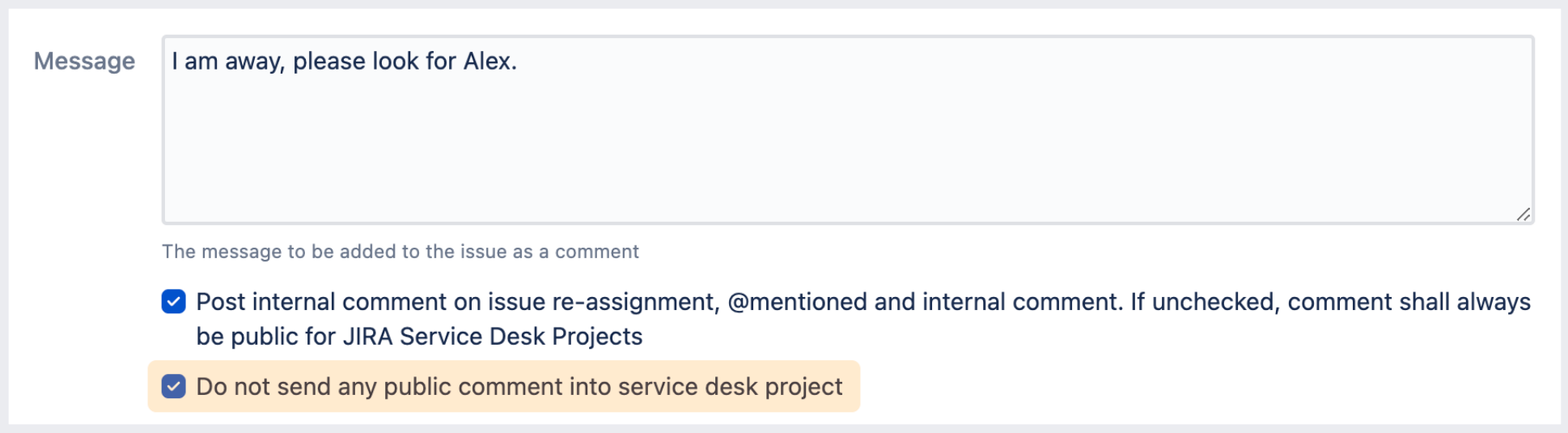


Tip: You can also manually assign issues to yourself during your absence.

Use Case #10

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

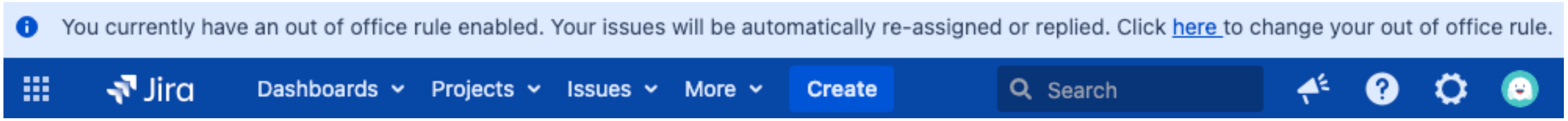
A You can check the option to always post OOO messages as internal comment for Service Desk tickets



Use Case #11

Q I want to have a reminder to turn off OOO in event that I return earlier than planned

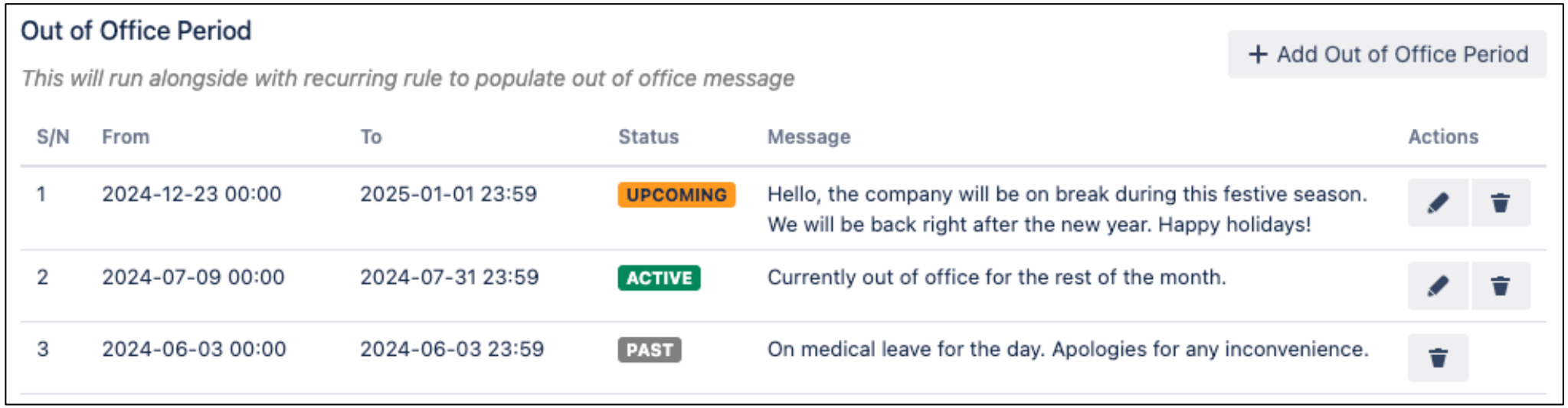
A A banner is displayed whenever there is an active OOO rule



Use Case #12

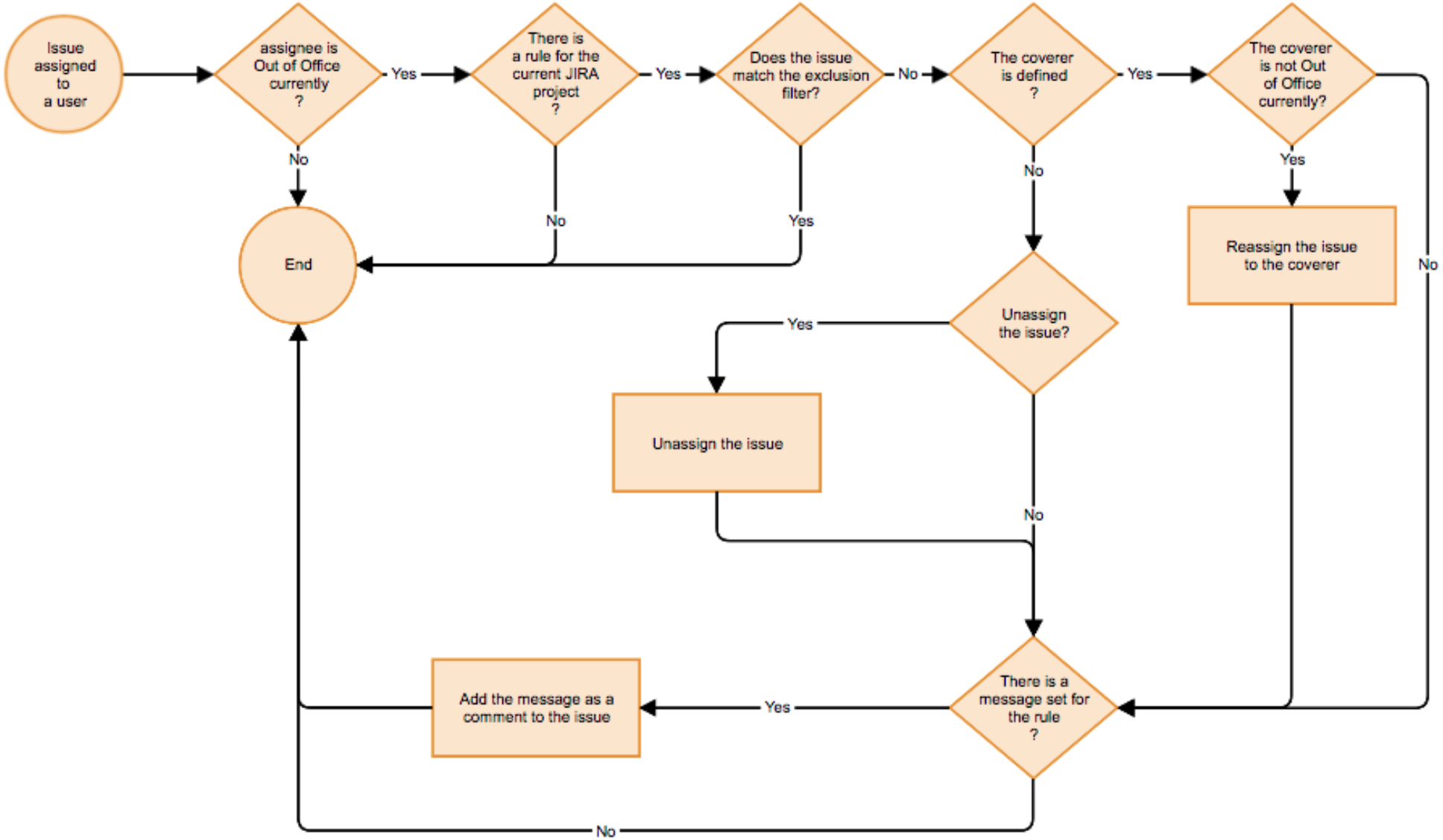
Q I want external system to update Out of Office period when my leave is approved

A There is a REST API available to configure OOO periods



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.