



Out of Office Assistant for Jira Cloud

Unblocking waiting time during your absence

The Challenge



- When employees go on leave, their issues assigned to them are unattended
 - These issues become neglected for the period the assignee is away
 - Important / urgent issues receive no progress
- In large teams, colleagues may be unaware of each other's absence



Out Of Office Assistant



What it does

- Transfer to the specified co-worker when the person responsible is out of office
- Ensures proper attention from a suitable teammate in a timely manner

How it works

- Every user can specify
 - **When** they are Out of Office
 - **Who** should cover their issues
 - **Which** Jira spaces should be covered
- Out Of Office Assistant will handle the rest




Use Case #1 – Managing Expectations



I want to inform people whenever they assign tasks to me during my vacation



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

**Out Of Office For Jira Cloud**
16 February 2026 at 11:00

Cao Liang:

Hello,

I will be out of the office from 16 Feb to 20 Feb and will have limited access to Jira and email during this period.

For urgent matters, please contact Angela or assign the issue to Akeles.

I will respond as soon as possible after I return.

Thank you for your understanding.

Tip:

If a user @mention you, the Out of Office message will also be added as a new comment

Use Case #2 – Check OOO Status



Q I want to identify users who are out of office and are involved in the issue

A The issue view shows the OOO status of the involved stakeholders

> **Automation** ⚡ Rule executions

∨ **Out Of Office**

You **OUT OF OFFICE**

Will be OOO

Back: 5/6/2026

Covered by: Alana Grant

Reporter (Bob Doyle) **OUT OF OFFICE**

Tip: You can hide your OOO details by toggling the “Share OOO Details in Issue View” in your user options.



Use Case #3 – Reassign to Co-worker



I want to reassign new issues automatically to my co-worker during my absence



Set a coverer during your Out of Office period so issues will be reassigned to them immediately

Add Recurring Rule ×

Project
Bug Tracking

Reassign Issue
Assign to Coverer

Coverer *
Search for a user...

Message

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

Cancel **Submit**

Tip:

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



Use Case #4 – Reusable OOO Rules



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				
<i>This will run alongside with recurring rule to populate out of office message</i>				
S/N	From	To	Status	Message
1	2026-05-18 00:00	2026-05-22 23:59	FUTURE	Will be on holiday until 22 May. Thank you.

Recurring Rule		
<i>This rule runs when out of office period is active</i>		
Project	Coverer	Message
Service Desk	Joey	My colleague Joey will take over for this brief period.
Bug Tracking	Do not reassign issue	
Test Compass	Unassign issue	Please find another tester

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

Use Case #5 – One-time Special Arrangement



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



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

Add One-time Rule

You will be away from? * To *

Project

Reassign Issue

Coverer *

Message

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

One-time Rule

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

S/N	From	To	Project	Status	Coverer	Message	Actions
1	2026-05-18 00:00	2026-05-22 23:59	Service Desk	FUTURE	Clark	Please look for Clark for all onboarding related tasks as he is taking over for this week. Thanks!	<input type="button" value="edit"/> <input type="button" value="delete"/>

Use Case #6 – Urgent or Unplanned Leave



- 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

S/N	OOO User	From	To	Project	Status	Coverer	Message	Actions
1	Alex	2026-05-11 00:00	2026-05-15 23:59	Out Of Office	ACTIVE	Jenny	Out of office for this week due to urgent matters.	

Created by Jira Administrator

+ Add One-time Rule

Tip: Users can view the OOO rules added on their behalf



Use Case #7 – Flexible Exclusion



As an admin, I want to exclude closed issues from the OOO automation to avoid unnecessary comments



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

Out Of Office Admin Configuration

[General Configuration](#)

Default Exclusion Filter *

The default JQL filter to exclude issues from reassigning. If no JQL filter is set, then NO issues will be excluded

↩ ?

✔ Valid JQL!

Update

Tip:

Users can also define their own exclusion filter to override the global setting

Use Case #8 – Cater to Real-Life Scenarios



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



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
- Share OOO Details in Issue View

Exclusion Filter Type:

User Defined Filter

The type of JQL filter to exclude issues from reassigning.

Exclusion Filter

project = "Bug Tracking"

The user JQL filter to exclude issues from reassigning.

Cancel Submit

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

Use Case #9 – Keeping Things Internal



I do not want Service Desk customers to see any OOO messages as they may contain internal info



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

Message

I am not in office, please look for Alex.

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

Migration from Jira Data Center



- OOO Assistant provides a migration pathway from the Data Center version.
- You can bring over
 - One-Time rules
 - Recurring rules and periods
 - User configurations
 - Admin configurations

Feel free to contact us on [our Service Desk](#) if migration help is needed.



Additional Resources



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

Tip: We welcome any feedback and suggestions for improvement 



Other Cloud Apps



Lookup Manager allows automatic update of fields by using a Jira space as a mapping table. This can be used flexibly to do things like routing requests to the next assignee based on the selected field value or issue type.



Project Access Review enables admins to conduct regular project access reviews. This functionality helps prevent unwanted information disclosure and assists in identifying inactive projects.



Dashboard Assistant enables users to schedule email reminders for subscribers to review Jira dashboard reports. The app helps collaboration & timely reviews with features that allow users to post comments and perform check-ins.