

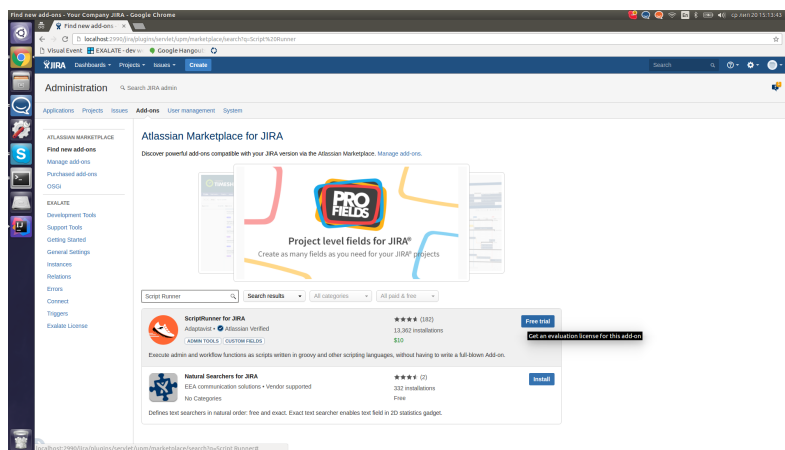
How to Configure Script Runner listener to subscribe to EXALATED event

Last Modified on 12/30/2025 7:51 am EST

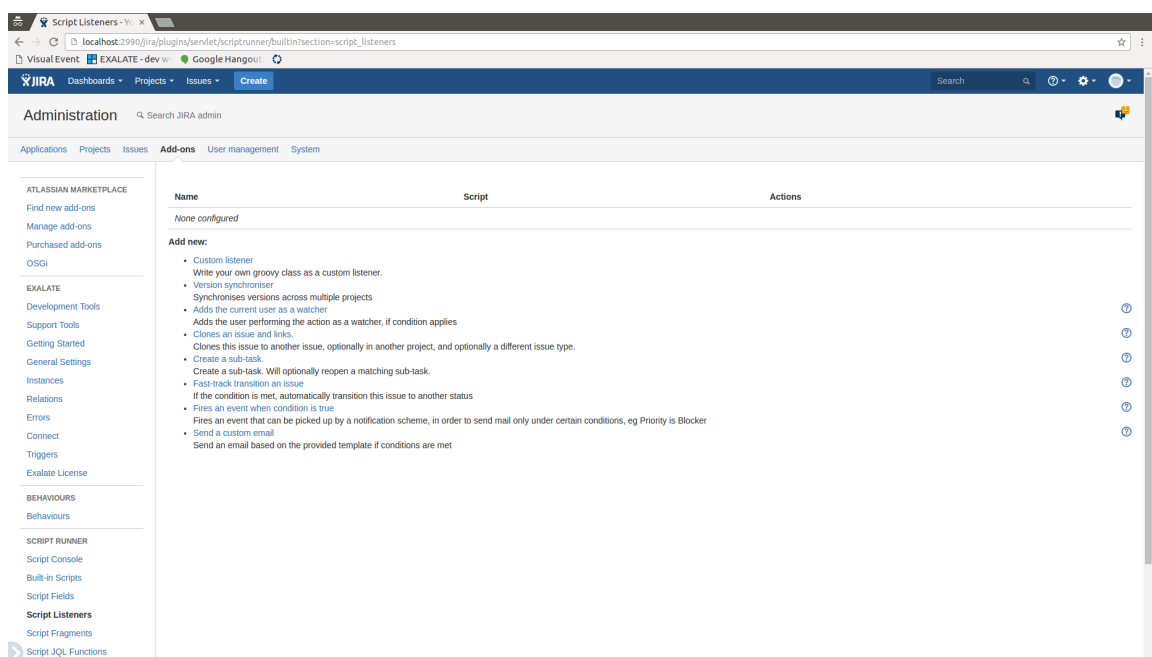
With Script Runner you can set up triggers to perform actions when issues have been Exalated. Let's assume we would like to trigger a sync back, once the issue has been exalated and modify our issue in some way. Let's say we would like a Mood custom field to be set to 'Happy' and a description of an issue to be 'Created from the Script Runner'. In order to achieve this one can easily configure a custom Script Listener to subscribe to the EXALATED Jira event.

To configure a Script Runner to subscribe to an EXALATED Jira event:

1. Install a Script Runner plugin for Jira:

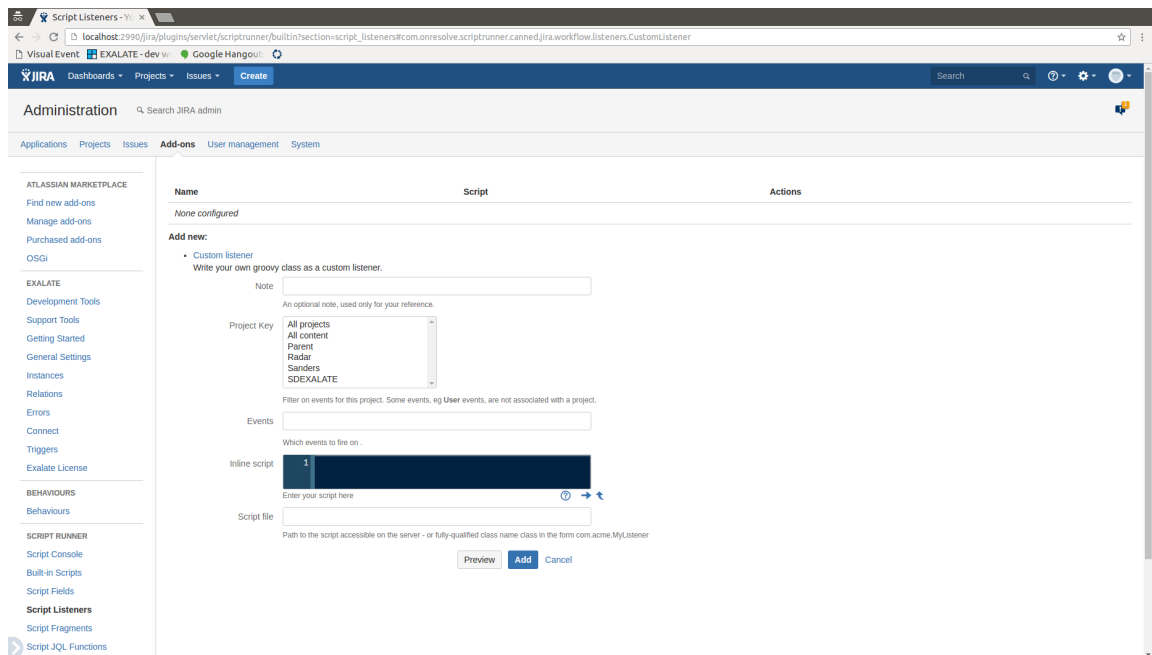


2. After a successful installation navigate to the Script Listeners section of the Script Runner plugin:

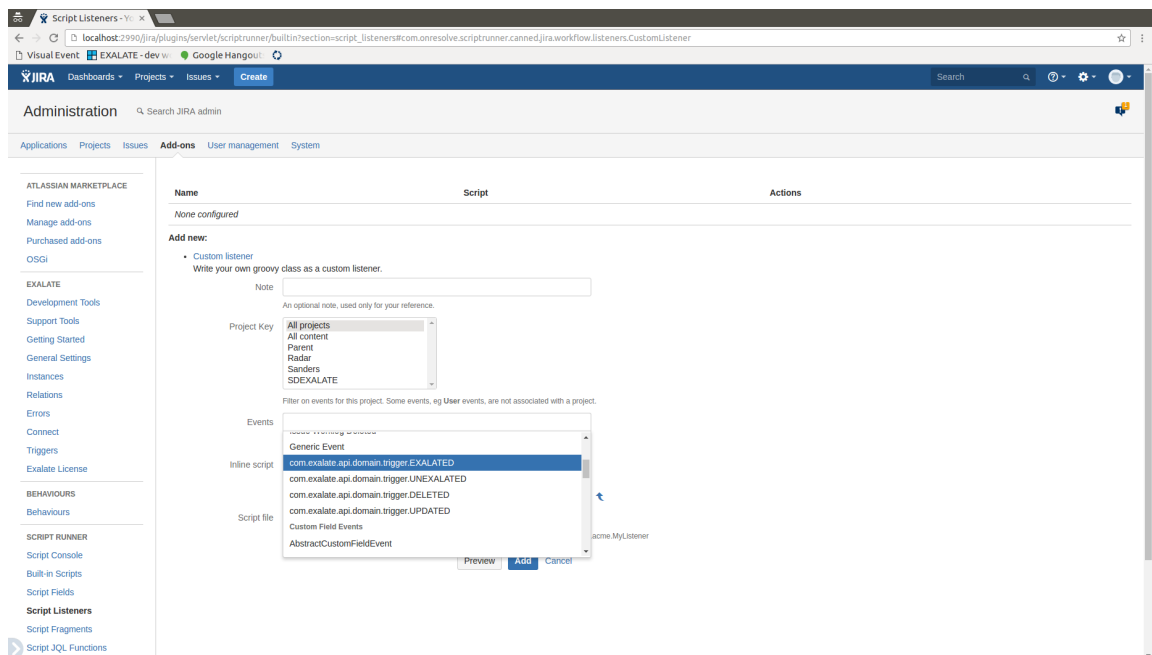


3. Pick **Custom listener** from the list. This takes you to the page where you can actually

create your custom listener:



4. Pick up the desired project from a dropdown list and choose a 'com.exalate.api.domain.trigger.EXALATED' event type from the list:



5. Next step would be to write your custom listener script. It is written using Groovy language. Here's an example of such a script. The actual implementation can change depending on the JIRA version.

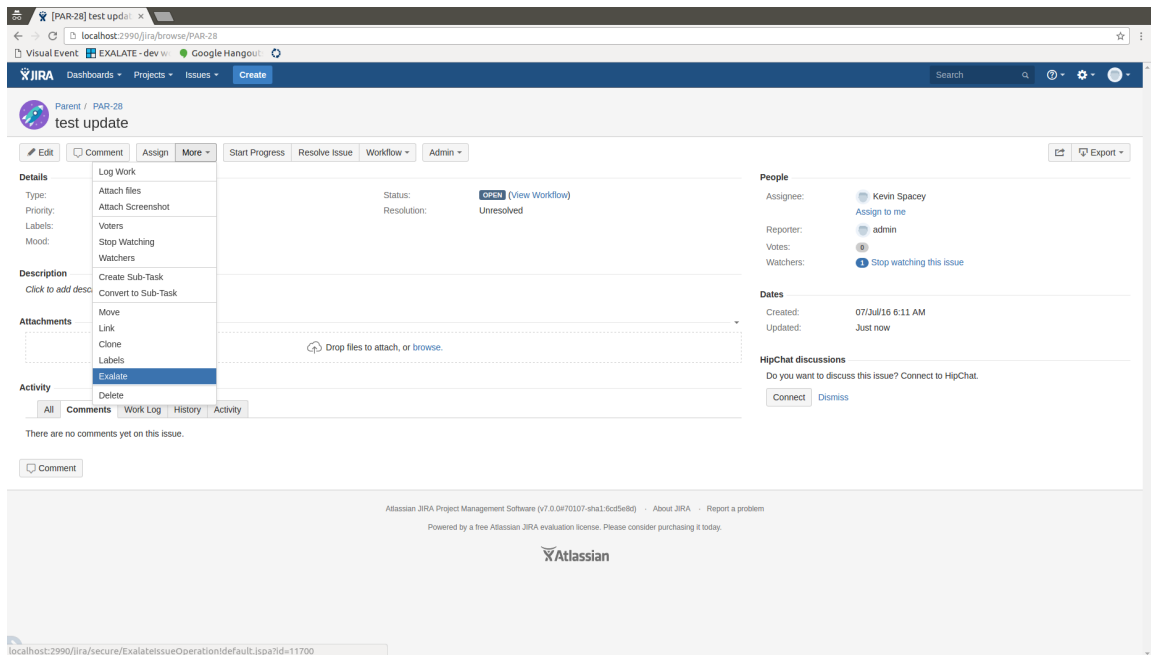
```

1 import com.atlassian.jira.event.issue.AbstractIssueEventListener
2 import com.atlassian.jira.event.issue.IssueEvent
3 import com.atlassian.jira.event.type.EventType
4 import com.atlassian.jira.event.type.EventTypeManager
5 import com.atlassian.jira.issue.Issue
6
7 import org.slf4j.Logger
8 import org.slf4j.LoggerFactory
9
10 class DefaultAccountListener extends AbstractIssueEventListener {
11
12     private final Logger LOG = LoggerFactory.getLogger(DefaultAccountListener)
13
14     private static final String EXALATED_EVENT_TYPE = "com.exalate.api.domain.trigger.EXALATED"
15     private static final String EXALATE_UPDATED_EVENT_TYPE = "com.exalate.api.domain.trigger.UPDATED"
16
17     @Override
18     void customEvent(IssueEvent event) {
19         Issue issue = event.issue
20         EventType eventType = eventTypeManager.getEventType(event.getEventType())
21         LOG.debug("Custom event caught for issue ${issue.key}: type [{eventType.type}], name [{eventType.name}], nameKey [{eventType.nameKey}]"
22
23         if (eventType.name.equalsIgnoreCase(EXALATED_EVENT_TYPE)) {
24             LOG.debug("EXALATED event caught for issue ${issue.key}")
25         }
26     }
27 }

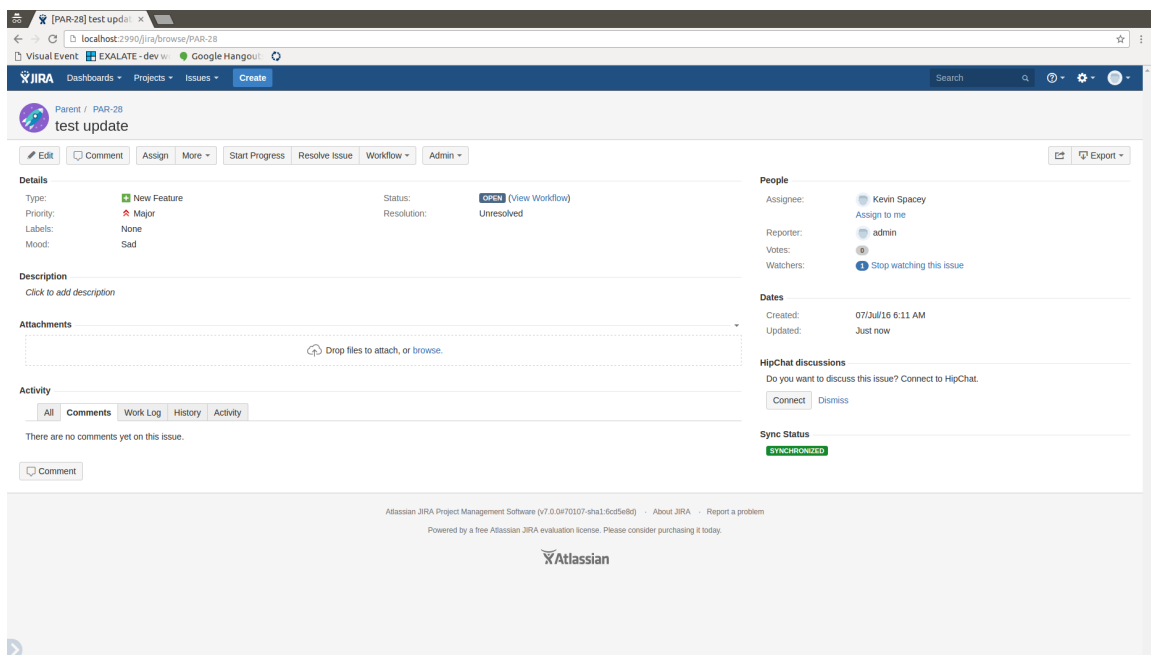
```

6. Save the listener, then navigate to an issue you'd like to Exalate and perform an Exalate operation:

The screenshot shows the JIRA issue 'test update' (ID PAR-28) in the 'test update' project. The issue is a 'New Feature' with a 'Major' priority and a 'Sad' mood. It is currently 'OPEN' and 'Unresolved'. The 'Details' section shows the issue type, priority, labels, and mood. The 'Description' section has a placeholder for the description. The 'Attachments' section has a placeholder for attachments. The 'Activity' section shows a list of comments, work log, history, and activity. The 'People' section shows the assignee (Kevin Spacey), reporter (admin), votes, and watchers. The 'Dates' section shows the created date (07/30/16 6:11 AM) and updated date (Just now). The 'HipChat discussions' section has a 'Connect' button and a 'Dismiss' button. The footer shows the Atlassian logo and version information.



7. Now let's wait until the synchronization is performed (there is a lozenge on the right side which indicates the state of the synchronization):



8. Once the issue has been Exalated, refresh the page and check whether the changes were applied:

PAR-28 test update

Visual Event EXALATE - dev v Google Hangouts

JIRA Dashboards Projects Issues Create

Parent / PAR-28 test update

Edit Comment Assign More Start Progress Resolve Issue Workflow Admin Export

Details

Type: New Feature Status: OPEN (View Workflow)
Priority: Major Resolution: Unresolved
Labels: None
Mood: Happy

Description

Created from the Script Runner

Attachments

Drop files to attach, or browse.

Issue Links

Exalated with PAR-32 - test update

Activity

All Comments Work Log History Activity Remote Issues

There are no comments yet on this issue.

Comment

People

Assignee: Kevin Spacey
Reporter: admin
Votes: 0
Watchers: 1 Stop watching this issue

Dates

Created: 07/Jul/16 6:11 AM
Updated: Just now

HipChat discussions

Do you want to discuss this issue? Connect to HipChat.
Connect Dismiss

Sync Status

SYNCHRONIZED

Atlassian JIRA Project Management Software (v7.0.0.70107-sha1:6cd5e8d) About JIRA Report a problem
Powered by a free Atlassian JIRA evaluation license. Please consider purchasing it today.

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We can see that the Mood has been changed to 'Happy' and that the description has changed as well.