

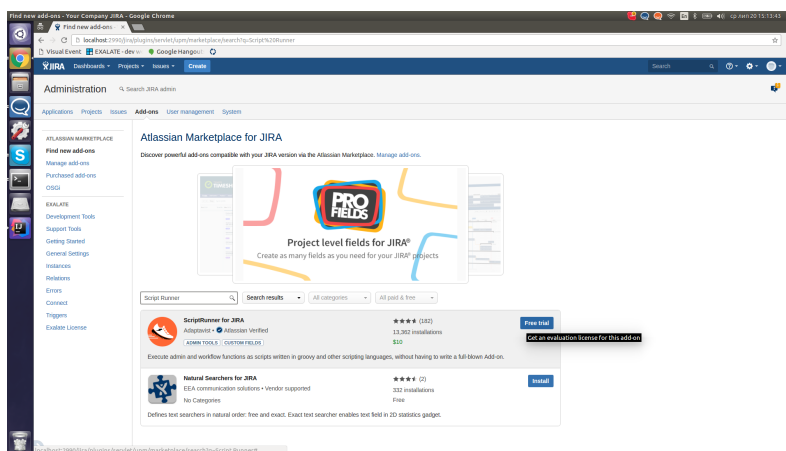
How to Configure Script Runner listener to subscribe to EXALATED event

Last Modified on 02/11/2026 9:29 am EST

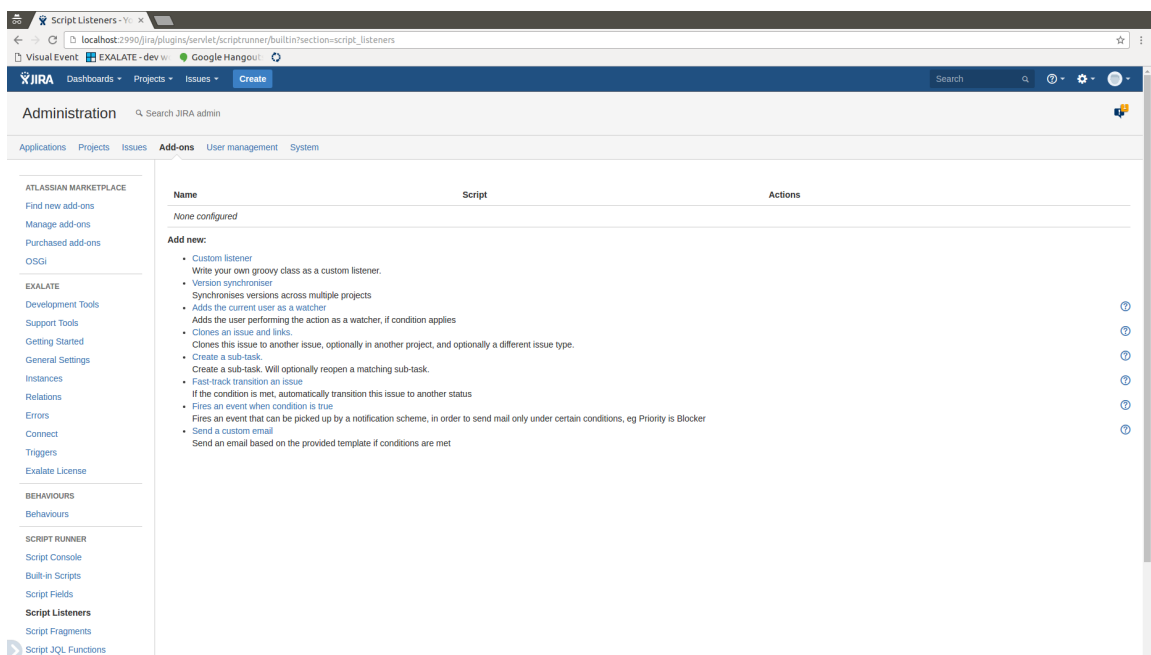
With Script Runner you can set up triggers to perform actions when issues have been Exalated. Let's assume we would like to trigger a sync back, once the issue has been exalated and modify our issue in some way. Let's say we would like a Mood custom field to be set to 'Happy' and a description of an 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:

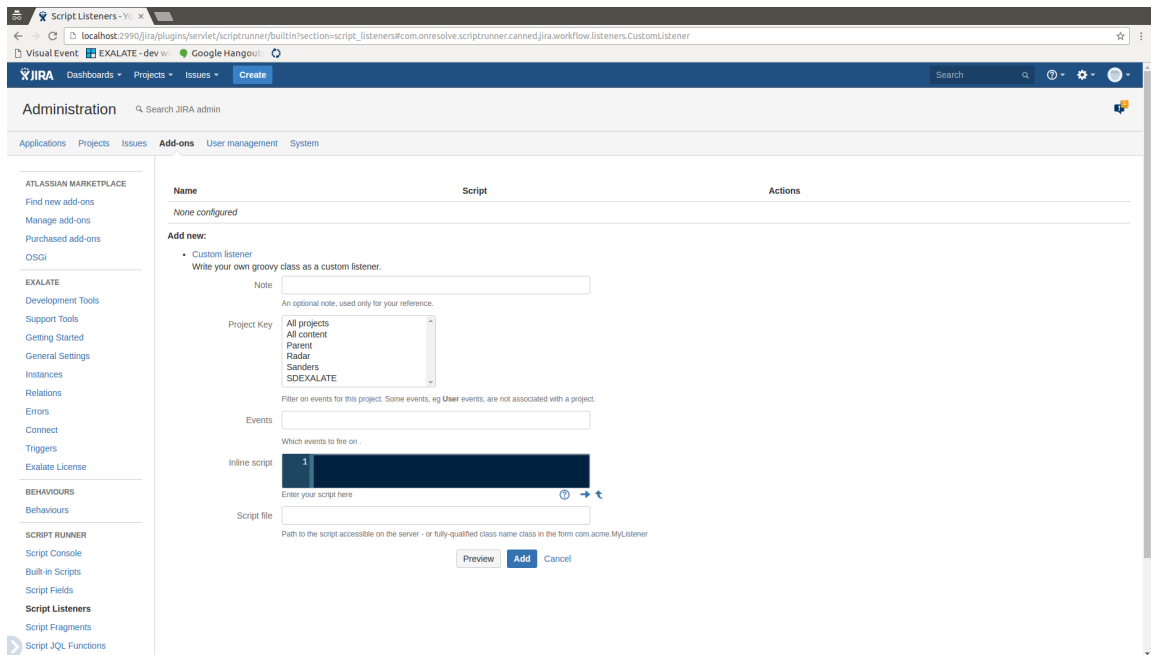
1. Install a Script Runner plugin for Jira:



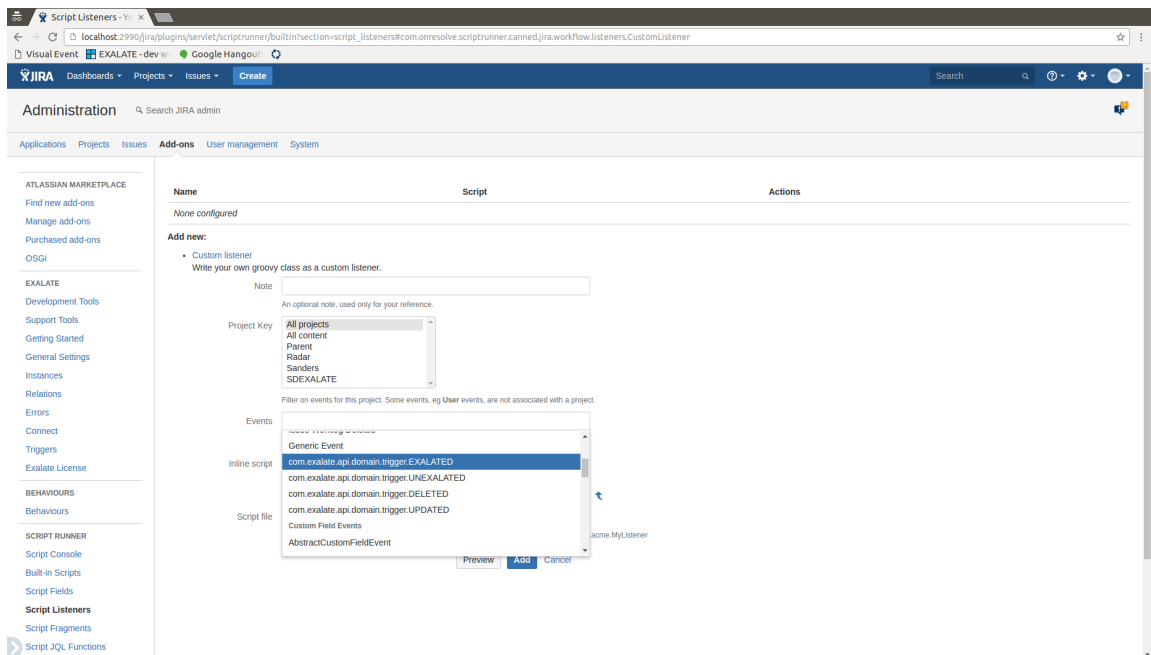
2. After a successful installation navigate to the Script Listeners section of the Script Runner plugin:



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.

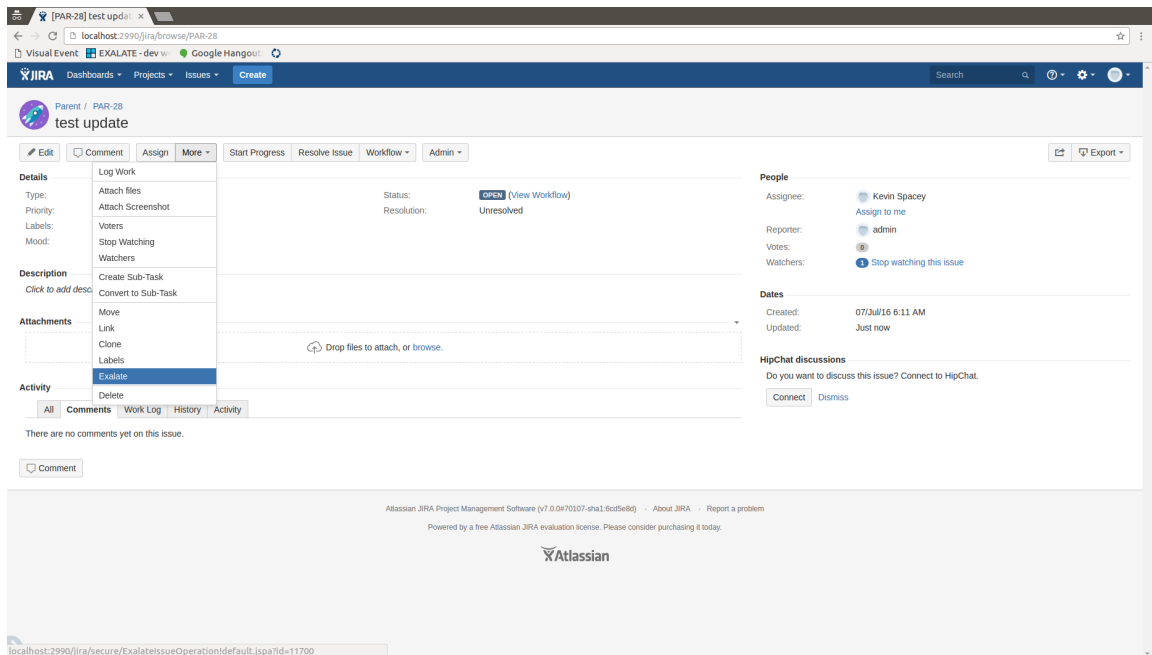
```

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.getEventTypeId())
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 }

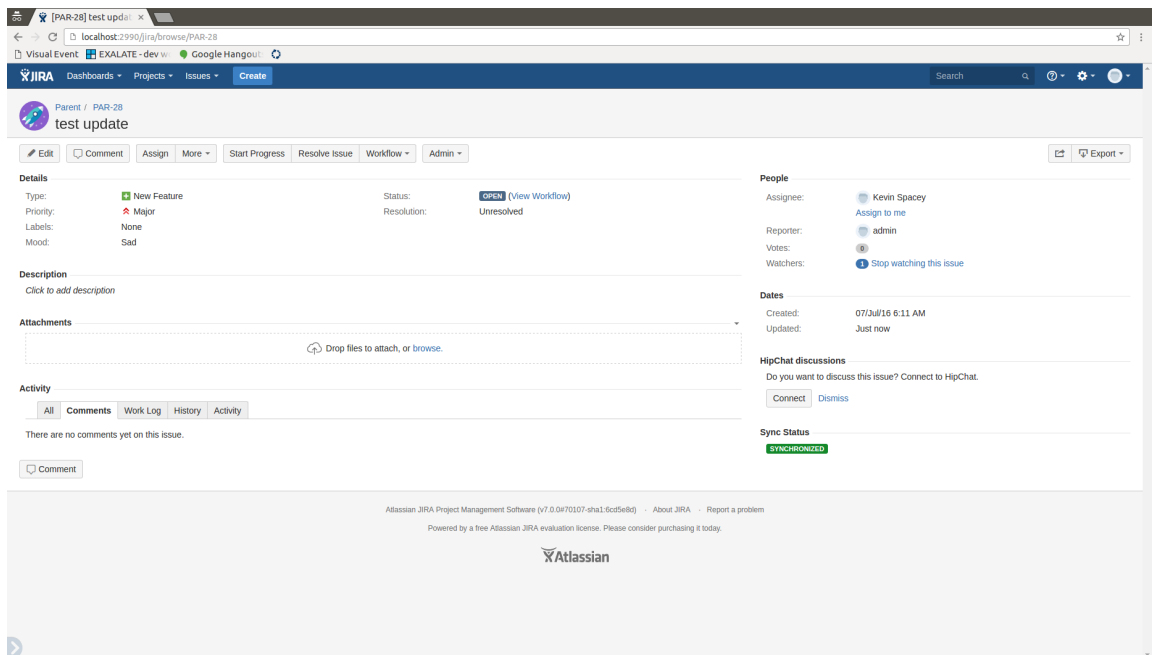
```

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 is empty. The 'Attachments' section is empty. The 'Activity' section shows no comments yet. The 'People' section shows the assignee as Kevin Spacey, the reporter as admin, and the creator as admin. The 'Dates' section shows the issue was created on 07/Jul/16 at 6:11 AM and updated just now. The 'HipChat discussions' section is empty.



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

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: 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) - 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.