

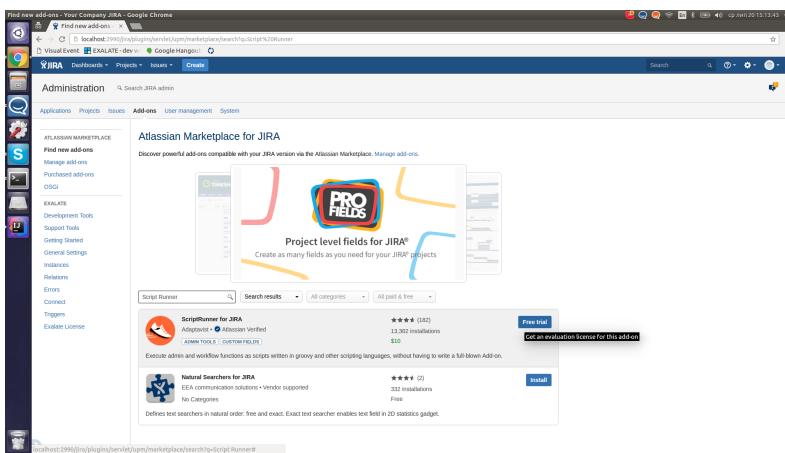
How to Configure Script Runner listener to subscribe to EXALATED event

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

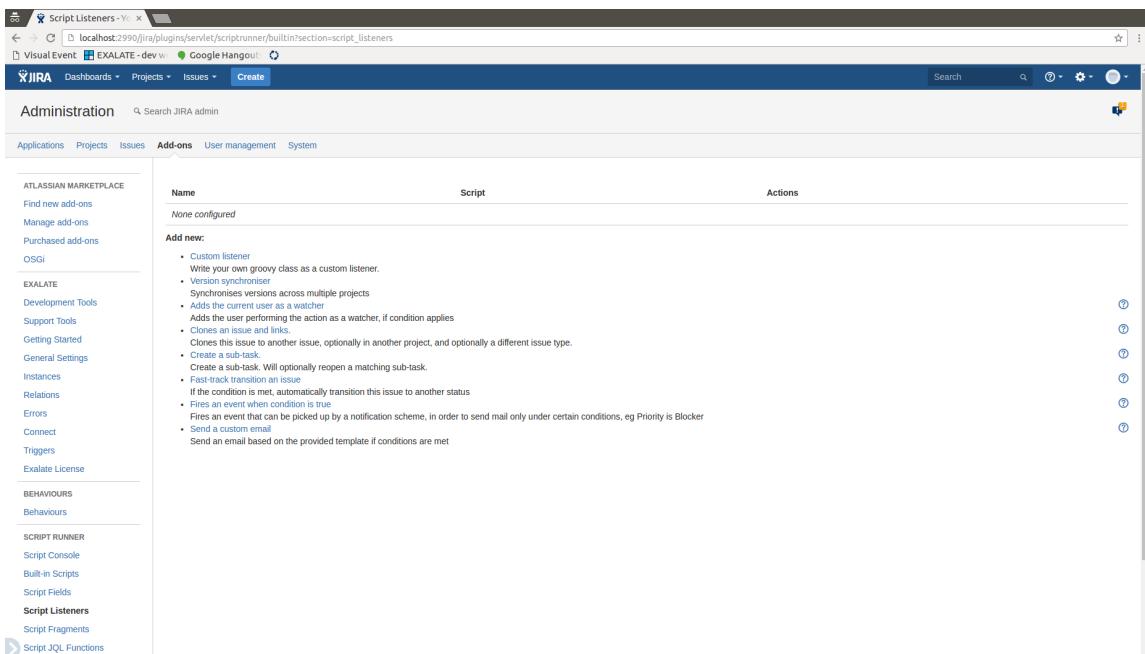
With Script Runner you can set up triggers to perform actions when issues have been Exalated. Let's assume we would like to trigger a sync back, once the issue has been exalated and modify our issue in some way. Let's say we would like a Mood custom field to be set to 'Happy' and a description of an 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.class)
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 a JIRA issue page for 'test update' in project 'PAR-28'. The issue details are as follows:

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

People assigned to the issue:

- Assignee: Kevin Spacey
- Reporter: admin
- Watchers: Stop watching this issue

Issue dates:

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

Activity:

- All: 0 comments
- Comments: 0 comments
- Work Log: 0 work logs
- History: 0 history
- Activity: 0 activity

At the bottom, the footer includes:

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Parent / PAR-28
test update

Activity

- Exalate
- Delete

Sync Status

Status: OPEN (View Workflow)
Resolution: Unresolved

People

Assignee: Kevin Spacey
Assign to me

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.

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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):

Parent / PAR-28
test update

Activity

- All
- Comments
- Work Log
- History
- Activity

Sync Status

SYNCHRONIZED

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

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](#)

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[Glossary](#) [?](#) We can see that the Mood has been changed to 'Happy' and that the description has changed as well.

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