redmineorg-copy202205 - Vote #65509

Configurable subject of notification email for issue_add/issue_edit

2022/05/09 14:08 - Admin Redmine

	:	New		:	2009/07/23
:			:		
:			:		0%
:		Email notifications_9	:		1.00
:			:		0.00
Redmineorg_URL:		https://www.redmine.org/issues/3660	**status_id:**		1
category_id:		9	**tracker_id:**		2
version_id:		0	**plus1:**		5
issue_org_id:		3660	**affected_version:**		
author_id:		6962	**closed_on:**		
assigned_to_id:		0	**affected_version_id:**		
comments:		11			

Since Gmail is grouping emails into chains by their subject, it's very preferred that email subject will stay the same during all life of issue.
I.e., in @/app/models/mailer.rb@, in @both issue_add()@ and @issue_edit()@ email subject should not rely on issue status. I'm using:

@subject "[#{issue.project.name} - #{issue.tracker.name} ##{issue.id}] #{issue.subject}"@

Of course, it should be configurable per-user (something like checkbox "Gmail-friendly subjects" in email settings)

journals

+1 - this would be great to be user configurable. Right now messages about tickets go all over the place in my gmail.

Another option would be to set the In-Reply-To email header field with a consistent message ID. This may cause gmail to thread the issues even with different subject lines.

It would be really nice if this was implemented by keeping the Message-ID of the first mail (i.e. when the bug is opened), and using that with In-Reply-To and References in subsequent e-mails.

Also, it would be cool to organize comments as a real mail-thread, i.e. each with a Message-Id used by subsequent comments (maybe also adding a "Reply" link to the comments view?)

David

+1
I like the idea of customizable subject, as the current one is too long for me (I would like to remove the issue.tracker.name from the subject).

I also updated #603 --it seems gmail doesn't use the Message-ID or References header (added in #1401).

+1

+1

I'm as well raising my hand for having customizable subjects.

+1

I agree, this would be great.

I've added a patch to #13111 that gives you the option to include or not the status changes in issue mail notifications subject.

Marius BALTEANU wrote:

> I've added a patch to #13111 that gives you the option to include or not the status changes in issue mail notifications subject.

Thank you very much, Marius. It's nice to see that even 9 years old bugs are addressed eventually. Just too bad I'm no longer using Redmine :(

related_issues
relates,Closed,13111,New setting to include the status changes in issue mail notifications subject

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#1 - 2022/05/10 17:25 - Admin Redmine

- *Email notifications_9*