

## Allow assigned\_to field configuration on Issue creation by email

2022/05/09 14:09 - Admin Redmine

ステータス:	Closed	開始日:	2009/08/03
優先度:	通常	期日:	
担当者:		進捗率:	100%
カテゴリ:	Email receiving_29	予定工数:	0.00時間
対象バージョン:	1.0.0 (RC)_14	作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/3706	status_id:	5
category_id:	29	tracker_id:	2
version_id:	14	plus1:	1
issue_org_id:	3706	affected_version:	
author_id:	7170	closed_on:	
assigned_to_id:	5	affected_version_id:	
comments:	7		

**説明**

It's already possible to fetch incoming emails and control the following attributes when creating a issue:

- project=PROJECT identifier of the target project
- tracker=TRACKER name of the target tracker
- category=CATEGORY name of the target category
- priority=PRIORITY name of the target priority

Is it possible to control the assigned\_to field too? I'm already using Redmine to control a distributed development process (about a hundred users) and at this moment we need a way to register (as a Redmine issue) all the support e-mails we are receiving from external users. All these emails must be assigned to a specific Redmine user for helping our user support process.

I'm testing the trunk version (rev 2835) which already include the great job described in <http://www.redmine.org/projects/redmine/repository/revisions/2789>.

## journals

Vote for it ;)

I would do it by myself if only i knew ruby (or have time to learn it)...

Marcin Trendota wrote:

Vote for it ;)

I would do it by myself if only i knew ruby (or have time to learn it)...

Likewise, it would so much help setting up automated issue entry in some cases.

When I first suggest this, I wasn't aware how to use categories for this purpose. Now, I know it's possible to control the assigned\_to field using categories. When a category is created it is possible to configure a redmine user for that. Thus, simply choosing a category for an issue when its is created will automatically fill the issue "assigned\_to" field with category configured user.

+1

I suggest that the CC: field could be used as a assigned\_to: , and CC: just for watchers.

So a message with:

..  
to: ,  
cc: ,  
...

would be created a issue assigned\_to: [user@example.com](mailto:user@example.com) and [somebody@example.com](mailto:somebody@example.com), [someone@example.com](mailto:someone@example.com) for watchers.

In this case using [redmine@example.com](mailto:redmine@example.com) as the incoming e-mail, I just don't know how Redmine could make this distinction.

Another option would be to make allow-override accept the assigned\_to: as an option, and the assigner users could be set on the e-mail body.

Added support for setting an issue's assigned to field via email. It will take a user's email address, login, or full name. r3764

---

related\_issues

relates,Closed,5573,Allow issue assignment in email

relates,Closed,5594,Improve MailHandler's keyword handling

---

## 履歴

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

- カテゴリを Email receiving\_29 にセット

- 対象バージョンを 1.0.0 (RC)\_14 にセット