

ステータス:	New	開始日:	2010/11/24
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:	Custom fields_14	予定工数:	0.00時間
対象バージョン:		作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/6971	status_id:	1
category_id:	14	tracker_id:	2
version_id:	0	plus1:	0
issue_org_id:	6971	affected_version:	
author_id:	574	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	3		
説明			
Hi there,			
We would like to imlement some kind of Custommer Support via Redmine (I hope we can now develop some plugin inhouse). Anyway, this is basic functionality idea:			
<ul style="list-style-type: none"> • Autmatic creacon of ticket - this will be done from webform via email ticket creation or by REST API • So we have ticket and we can work as usuall. • We'll add custom field like "Customer email" - this will be used for replying • What we need is to add some way to send asnwers to our cliens. My basic idea is to create simillar input like Notes - when updating. There will be two long texts: Notes - work as usuall, for internal redmine "chat", and Client answer - when filled, it will send an answer to client. 			
Is this possible or it should be developed completely as plugin?			
Thanks for reactions maxim			
journals			
I might also use it if you develop and pushlish it as plugin.			
Typo.			

履歴

#1 - 2022/05/10 17:21 - Admin Redmine

- カテゴリ を Custom fields_14 にセット