

redmineorg-copy202205 - Vote #72470

Requiring submitter to select an issue type

2022/05/09 16:21 - Admin Redmine

ステータス:	New	開始日:	2022/05/09
優先度:	通常	期日:	
担当者:		進捗率:	0%
カテゴリ:		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/11808	status_id:	1
category_id:	0	tracker_id:	2
version_id:	0	plus1:	0
issue_org_id:	11808	affected_version:	
author_id:	62956	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	0		

説明

While the Issue Type is a required field when submitting a new ticket, we find users usually don't select an issue type from the dropdown list. As a result many tickets are submitted with whatever the first issue type is.

Is there a way to add a "Must Select One" to the top of the dropdown list that cannot be selected so that if they try to submit the ticket, it's rejected until the submitter selects a proper issue type?

For example, in the attached screencap, the first issue/request type in the dropdown box is "Social Networking". We'd like that dropdown box to display "Must Select Issue" (which is not a selectable option) that reminds the submitter to select an issue/request type. If they fail to select any issue/request type from the dropdown, the ticket is rejected with an error message reminding them to select an issue/request type.

We get a bunch of tickets with the issue/request type of "Social Networking" for many tickets when that's not the case.