

Warning when comments go nowhere

2022/05/09 18:07 - 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:	Email notifications_9	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/24151	status_id:	1
category_id:	9	tracker_id:	2
version_id:	0	plus1:	0
issue_org_id:	24151	affected_version:	
author_id:	108836	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	0		

説明

We use redmine extensively for IT support requests.
Often users unfamiliar with redmine will make comments on a ticket that is assigned to themselves like "Yeah, go ahead and do that - sounds good."
And expect us to know that they have made a comment.
We have a very high volume of tickets, so we only subscribe to updates for tickets assigned to us.
It would be useful if when a user makes a comment on a ticket and does not assign it back to another user that they get an email warning like:
"Redmine notification regarding #99999: You have submitted a comment on a ticket assigned to yourself. No other staff member has been notified. Please assign this ticket to another user or add a watcher if you expect others to be notified of your update".

履歴

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- カテゴリ を Email notifications_9 にセット