

Issues are not tasks: please split them

2022/05/09 18:15 - Admin Redmine

ステータス:	Reopen	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/25561	status_id:	8
category_id:	0	tracker_id:	2
version_id:	0	plus1:	0
issue_org_id:	25561	affected_version:	
author_id:	242282	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	4		

説明

Hi

I know it has already been addressed but issues are not tasks and renaming issues to task is not enough because we need both !

I'm in favor of renaming the current issues module as tasks module since it is connected to the Gantt which has nothing to do with issues / tickets. Even if we think differently we do need to separate issues that are mainly submitted by the end user , from tasks that are generally submitted by the internal staff.

This issues / task confusion is the source of most rebukes from our customers.

What do think if this proposal please? I'm sure many already thought about it already

thanks

cyril

journals

Duplicate of #3068 and etc.

Hi

Though the initial question may feel the same this is not real duplicate of Feature #3068 where the topic was only how should we rename issues.

Here I'm talking about a real difference between tasks and issues (tickets). In most projects we have end users submitting issues that have very few relationships with tasks we find in the gantt.

therefore I suggest a real split between those two different domains

Thanks

cyril

You can define different trackers which can exhibit widely different behavior (e.g different workflows, different fields, ...). You can then filter in about all views based in the tracker. That way, you can right now distinguish between your tasks and issues. You can even create different projects for development (with "issues") and user-support (with "tasks") where you just enable one of these trackers.

If this is not enough for your use-case, please describe in detail what is missing and how

this could be solved in Redmine. Also please describe how this applies to the general audience.

related_issues
duplicates,New,3068,Generic task management (not issues)