

Notification sub-events for "Issue updated" does not cover all events which consist its parent

2022/05/09 18:54 - 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:	Candidate for next major release_32	作業時間:	0.00時間
Redmineorg_URL:	https://www.redmine.org/issues/32183	status_id:	1
category_id:	9	tracker_id:	1
version_id:	32	plus1:	3
issue_org_id:	32183	affected_version:	
author_id:	332	closed_on:	
assigned_to_id:	0	affected_version_id:	
comments:	5		

説明

You can configure notification events in "Administration" > "Settings" > "Select actions for which email notifications should be sent.". In the section, you can see "Issue updated" and its sub-events, "Note added", "Status updated", "Assignee updated", and "Priority updated".

The issue I am going to point out is that the four sub-events don't cover all notification types that handled by the "Issue updated" event. For example, add/remove relations trigger notifications if "Issue updated" is enabled. But there is no such sub-event on the page.

As a result, the following two configurations work differently. I think most users expect that the two configurations work the same. It is confusing.

!{width: 370px; border: 1px solid #ccc;}.notified-events-config-1@2x.png!

!{width: 370px; border: 1px solid #ccc;}.notified-events-config-2@2x.png!

It is quite misleading. Many users misunderstand that "Issue updated" consists of "Note added", "Status updated", "Assignee updated", and "Priority updated". But "Issue updated" includes some other "hidden" events such as an update of description and a change of relation. Probably users never think that "Issue updated" includes "hidden" events.

My idea to resolve the problem is to add a new sub-event "Other issue attributes updated". This sub-event covers all other events (I mentioned before as "hidden events").

!{width: 380px; border: 1px solid #ccc;}.other-issue-attributes-event@2x.png!

The benefits of adding the sub-event as follows:

- Users can easily understand that there are some other events that trigger notifications
- It makes easy for users to find the way to disable unimportant notifications such as "Relation added"
- Makes things consistent. There are no "hidden" events any longer

journals

+1

So Nice!

+1

That's an awesome idea. :)

I've never thought of it ("Issue updated" includes "hidden" events).

+1

This will make the email sending condition MECE.

By the way, is Relation updated included in other attributes?

I think it is better to be independent.

<https://www.redmine.org/issues/16098#note-18>

Go MAEDA wrote:

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I added "Other issue attributes updated" checkbox. I attached a patch.

履歴

#1 - 2022/05/10 17:03 - Admin Redmine

- カテゴリ を Email notifications_9 にセット

- 対象バージョン を Candidate for next major release_32 にセット