Redmine - Feature #10543

Improved handling of Redmine email receiving

2012-03-26 17:50 - Mezz Anon

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email receiving		**Estimated time:**	0.00 hour
Target version:				
Resolution:				

Description

Using IMAP email method for posting comments: http://www.redmine.org/projects/redmine/wiki/RedmineReceivingEmails

One of the ways I am using this feature is to BCC Redmine when emailing clients in order to keep a history of communications that have gone out to customers. There are also cases where I reply to the issue notification that Redmine sends out which has a few quirks.

1. Option to ignore original message(s)

When responding to an email give the option to ignore the original message. This would keep the comments cleaner/more concise, rather than having the entire email thread repeated in each comment.

2. Retain single line formatting

Related to suggestion 1, single line breaks are stripped for quoted text that were processed via email leading to very difficult to read comments.

3. Remove Redmine keywords

When issuing commands via email using keywords, the keywords are included in the comment itself. Stripping these lines would be beneficial particularly since the changes are shown under the journal details portion of the comment.

4. Create links for attached files

Sending an attachment along with the comment does not appear to trigger the journal entry since the comment text has the keyword command "Attachment: filename" as an unlinked reference to the file and no journal entries are shown. It would be an improvement if the attachment method was treated like a system based file upload, a journal entry created, and the command stripped per suggestion 2.

History

#1 - 2012-03-26 23:05 - Terence Mill

+1