

Redmine - Feature #13513

Personal watch note on issue

2013-03-18 19:35 - Daniel Felix

Status: New	Start date:
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category: Issues	Estimated time: 0.00 hour
Target version:	
Resolution:	
Description Hi there, Maybe this could be a good idea. What about if we give the user the ability to set a personal note on each issue. Maybe just if he is watching the issue or maybe in general. Just as a use case: I see an issue which will hit me in the next weeks, after another person has done its stuff. But I won't set this in the issue note as it is just a private note for me. Maybe just a single word. With this personal note I could just note it for me and remove it afterwards. What do you think about?	
Related issues:	
Related to Redmine - Feature #2675: Watch - add a personal comment	New 2009-02-05
Related to Redmine - Feature #4511: Allow adding user groups as watchers for ...	Closed 2010-01-01

History

#1 - 2013-03-19 15:47 - Dipan Mehta

+1. Also, probably I could add a note for *you* that hint you the context of you being notified. Remember the Admin people putting yellow notes on the bills they want the boss to sign?

An old issue [#2675](#) - will be solved exactly by your solution above.

#2 - 2013-03-19 17:11 - Daniel Felix

Dipan Mehta wrote:

An old issue [#2675](#) - will be solved exactly by your solution above.

Your right. This request is fairly near to this request.

Dipan Mehta wrote:

+1. Also, probably I could add a note for *you* that hint you the context of you being notified. Remember the Admin people putting yellow notes on the bills they want the boss to sign?

Yes, this could be a good solution. But how do you want to handle this? This means the whole "add watchers" part has to be refactored. One solution, which I could imagine would be the following:

1. Add the ability to set a note to each watch-entry. This should be on a per user base.
2. Add the ability to Change the note afterwards without remove & add the watch again.
3. Add the ability to list my watched issues with my defined note (something like issue list with description)
4. Add the ability for the Administrator or Manager, or everyone who has the ability to set watchers, that he could add a note to the added watchers
5. The new Feature, stated above has to be enhanced. The "add watcher" area can't be a simple list of checkboxes. This has to be more an input field and a list of checkboxes, which could be searched (with AJAX, like the "add additional watchers"). The user should have the ability to add a note and select multiple persons. After that, he can confirm this action, which adds the users comma separated with an "x" behind her names (like in many mailprograms for example) and the small note behind them. After those note is added, the user should be able to add the next note for the next users, for example - if they differ from each other. (example:

team manager get some special note, the developers get another note and the guy from the billing department gets another note).

Those notes won't have anything to do with the normal issue history or communication. They are just needed to give a small hint what to do. After the real work has been done, the user has to add is note as usual to the history.

What do you think about this approach?

#3 - 2013-03-19 19:43 - Dipan Mehta

Oh, I just thought a rather simpler way. Like you add Regular notes which stays as part of issue's chronology, you have 2 small text fields

1 saying **Note for Watchers**____ This is filled by updater and goes to all watcher. This will be highlighted of the email may be a primary subject body above the updates.

- Many stuff like *"please check if everything is ok - then i will close it."* *"please provide feedback"* etc. *"you may transfer this to testers now"* are essentially collaboration notes and are not inherent journal of the issue itself. So it won't go into issue journals per say - but helps the updater to tell me 'what I want you to now do'

2 Can be my **private sticker**____ every time a notification of a given issue come to me, it just comes with this sticker. Nothing specific - but I can for example simply auto tag such issue in inbox. I connect back to 'what is the relevance' of the ticket for me - etc. No one else see this ticket but only I keep it for myself.

And of course I edit it on the issue page myself. That is what the ticket [#2675](#) asked for.

#4 - 2013-03-19 22:13 - Daniel Felix

Dipan Mehta wrote:

2 Can be my **private sticker**____ every time a notification of a given issue come to me, it just comes with this sticker. Nothing specific - but I can for example simply auto tag such issue in inbox. I connect back to 'what is the relevance' of the ticket for me - etc. No one else see this ticket but only I keep it for myself.

And of course I edit it on the issue page myself. That is what the ticket [#2675](#) asked for.

I'm not sure what you mean with this point.

You wrote something like auto categorisation in your mail account (which drives me to the conclusion, you might want to have this note in the mailssubject?).

But I tend to the conclusion, you just want a small textarea in the sidebar, which gives you the ability to write some small notes (255 chars for example), which is a personal information for you.

This information should be included in every mail, which is sent to you, right?

First of all: Those note field in the sidebar would give the sidebar some further functionality on the issue details.

Second: If you want to include your note in every mail, this would stress the mailserver a bit more. Currently every change on an issue is triggered once and send via bcc to all watchers. If you have personalized informations in every mail, this method couldn't be applied. The mailserver has to sent and generate each mail on a per user base. Which means, on an issue with 50 watchers, you need to compile the mail 50 times and send them 50 times. This would suggest, that you use async maildelivery. All other methods could cause a timeout on slower servers.

#5 - 2013-03-20 18:23 - Daniel Felix

By the way. [#4511](#) could solve the problem with different notes for different usergroups.

A combination of notes on a watcher base in combination of watcher groups. This could be some kind of implementation.

#6 - 2013-03-21 06:11 - Dipan Mehta

Ok, I am with you now and agree that my Idea no.2 was bad (at lease compared to your sidebar). Also this message in the subject line is not quite good if the note is long enough.

I was driven by the fact that you will have to put such text field next to "watch button" - and if so, the field needs to be very small. But if you can use sidebar for this, there is quite a bit of freedom.

but anyway - all is bad given 50 unique mails is worse than anything!