

Redmine - Feature #2568

Issue status documentation

2009-01-23 11:15 - Thomas Woelfle

Status: New	Start date: 2009-01-23
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category: Issues	Estimated time: 0.00 hour
Target version:	
Resolution:	
Description	
<p>We have the problem that users are not always sure what the semantic of a certain status is and what status they should set for a ticket when updating it.</p> <p>Therefore it would be nice to be able to add a documentation to issue statuses, especially when introducing custom statuses. The documentation could then be presented to the user as a tooltip when selecting a status for a ticket.</p>	
Related issues:	
Related to Redmine - Feature # 705: Wiki links on field names	New 2008-02-21
Related to Redmine - Feature # 442: Add a description for trackers	Closed
Related to Redmine - Feature # 366: Custom field for issue status	New
Related to Redmine - Feature # 4768: "issue category" should have a "descript...	New 2010-02-08
Related to Redmine - Feature # 5026: Description field for Status/Role/Tracke...	New 2010-03-10
Duplicated by Redmine - Feature # 12002: I'd like to see an Issue Status Desc...	Closed

History

#1 - 2009-01-24 22:59 - Jerome Vanthournout

+1

I would also really appreciate this feature.

#2 - 2009-01-26 13:28 - Thomas Woelfle

The same would be nice for categories and priorities too.

#3 - 2009-02-05 10:56 - Thomas Pihl

Why not just document them on the wiki?

I have a page for each of those (incl some custom fields as well)

/T

#4 - 2009-02-05 11:09 - Thomas Woelfle

Thomas Pihl wrote:

Why not just document them on the wiki?

I have a page for each of those (incl some custom fields as well)

/T

That's what we are doing currently. Some of our developers mentioned that it would increase the usability if they do not have to open one or more wiki pages (for statuses, categories, priorities, ...) while creating or updating issues.

Well, as said, it is just a usability feature request.

#5 - 2009-06-12 19:16 - Brad Mace

If you could attach a description to each status/category/priority then it could be displayed as a tooltip, vs having to look it up on the wiki.

#6 - 2013-03-18 15:37 - Dipan Mehta

+1 This is very important. Usually, when reading in a wiki you read things like reading a book - you don't know what to search for where. When people are in the 'act of doing things' it makes sense to give them tool tip or some contextual help which doesn't requires them to move around pages. This is very very crucial!

The closest to this I had came across - is [extended fields](#) which provides Hint per field. Again, this doesn't help about core fields, and also it is not sufficiently contextual i.e. different for each tracker/status to tell users "what they should write HERE and NOW!"

#7 - 2013-03-18 16:17 - Daniel Felix

This could be solved too by a new look of the issue generation.
Maybe I could provide a new issue assistent the coming weeks.

#8 - 2013-03-22 13:42 - Toshi MARUYAMA

- Category set to Documentation

#9 - 2013-03-22 15:49 - Dipan Mehta

Why is the category documentation? The feature is actually asking for 'Tooltip/Hint/Help framework based on context' in Redmine.

#10 - 2013-03-22 16:28 - Dipan Mehta

Issue #442 talks about contextual documentation of Tracker rather than Status or custom fields However, we can have generic frameworks that can encompass all such contextual help/documentation aspects.

#11 - 2013-03-24 09:11 - Toshi MARUYAMA

- Category deleted (Documentation)

#12 - 2013-04-09 03:32 - Dipan Mehta

Add related #9256 - the framework of #2568 essentially will cover that.

#13 - 2013-04-09 15:21 - Dipan Mehta

Another related #4768 - essentially documenting and contextually describing 'Category' (e.g. what type of issues qualify for this category) is another important example.

#14 - 2013-04-09 16:41 - Dipan Mehta

Another related #5026 - requires description/documentation for Status/Role/Tracker.

Looks like, there is a lot of demand for the 'instant end-user documentation'

I was wondering, while issue #9256 is already planned under version#32, will it be a good idea to have #2568 in the same release?

#15 - 2013-10-14 02:52 - Mischa The Evil

- Related to deleted (Feature #9256: Trackers have a description in addition to a name)

#16 - 2014-11-08 11:15 - Toshi MARUYAMA

- Category set to Issues

#17 - 2014-11-08 11:17 - Toshi MARUYAMA

- Duplicated by Feature #12002: I'd like to see an Issue Status Description added