Redmine - Defect #32183

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

2019-10-03 07:16 - Go MAEDA

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email notifications		**Estimated time:**	0.00 hour
Target version:	Candidate for next major release			
Resolution:			**Affected version:**	

Description

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.

```
┌─ Select actions for which email notifications should be sent. ──┐
│  ☐ Issue added                                                  │
│  ☑ Issue updated                                                │
│     ☐ Note added                                                │
│     ☐ Status updated                                            │
│     ☐ Assignee updated                                          │
│     ☐ Priority updated                                          │
└─────────────────────────────────────────────────────────────────┘
┌─ Select actions for which email notifications should be sent. ──┐
│  ☐ Issue added                                                  │
│  ☐ Issue updated                                                │
│     ☑ Note added                                                │
│     ☑ Status updated                                            │
│     ☑ Assignee updated                                          │
│     ☑ Priority updated                                          │
└─────────────────────────────────────────────────────────────────┘
```

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").

Select actions for which email notifications should be sent.

☑ Issue added
☐ Issue updated
  ☑ Note added
  ☑ Status updated
  ☑ Assignee updated
  ☑ Priority updated
  ☐ Other issue attributes updated
☐ News added
☐ Comment added to a news

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

History

#1 - 2019-10-03 07:54 - ryou soda

+1

So Nice!

#2 - 2019-10-03 14:36 - Kohei Nakamura

+1

That's an awesome idea. :)
I've never thought of it ("Issue updated" includes "hidden" events).

#3 - 2019-10-03 14:47 - Yuuki NARA

+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

#4 - 2019-10-07 06:44 - Yuichi HARADA

- File 32183_notified_events_other_issue_attributes.patch added

Go MAEDA wrote:

> 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").

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

#5 - 2019-11-04 03:53 - Go MAEDA

- Target version set to Candidate for next major release

Files

notified-events-config-1@2x.png	13.3 KB	2019-10-03	Go MAEDA
notified-events-config-2@2x.png	14 KB	2019-10-03	Go MAEDA
other-issue-attributes-event@2x.png	21.5 KB	2019-10-03	Go MAEDA
32183_notified_events_other_issue_attributes.patch	4.94 KB	2019-10-07	Yuichi HARADA