

Redmine - Feature #3706

Allow assigned_to field configuration on Issue creation by email

2009-08-03 04:19 - Erica Gallindo

| | | | |
|---|-----------------|------------------------|-------------------|
| Status: | Closed | Start date: | 2009-08-03 |
| Priority: | Normal | Due date: | |
| Assignee: | Eric Davis | % Done: | 100% |
| Category: | Email receiving | Estimated time: | 0.00 hour |
| Target version: | 1.0.0 (RC) | | |
| Resolution: | Fixed | | |
| Description | | | |
| It's already possible to fetch incoming emails and control the following attributes when creating a issue: | | | |
| <ul style="list-style-type: none">• project=PROJECT identifier of the target project• tracker=TRACKER name of the target tracker• category=CATEGORY name of the target category• priority=PRIORITY name of the target priority | | | |
| Is it possible to control the <i>assigned_to</i> field too? I'm already using Redmine to control a distributed development process (about a hundred users) and at this moment we need a way to register (as a Redmine issue) all the support e-mails we are receiving from external users. All these emails must be assigned to a specific Redmine user for helping our user support process. | | | |
| I'm testing the trunk version (rev 2835) which already include the great job described in http://www.redmine.org/projects/redmine/repository/revisions/2789 . | | | |
| Related issues: | | | |
| Related to Redmine - Feature #5573: Allow issue assignment in email | | Closed | 2010-05-21 |
| Related to Redmine - Feature #5594: Improve MailHandler's keyword handling | | Closed | 2010-05-25 |

History

#1 - 2009-08-03 10:58 - Mischa The Evil

- Tracker changed from Patch to Feature

#2 - 2009-09-15 08:05 - Marcin Trendota

Vote for it ;)

I would do it by myself if only i knew ruby (or have time to learn it)...

#3 - 2009-11-28 13:16 - Jean-Philippe Lang

- Category changed from Email notifications to Email receiving

#4 - 2010-01-29 14:46 - Emils Klotins

Marcin Trendota wrote:

Vote for it ;)

I would do it by myself if only i knew ruby (or have time to learn it)...

Likewise, it would so much help setting up automated issue entry in some cases.

#5 - 2010-02-08 02:36 - Erica Gallindo

When I first suggest this, I wasn't aware how to use categories for this purpose. Now, I know it's possible to control the assigned_to field using categories. When a category is created it is possible to configure a redmine user for that. Thus, simply choosing a category for an issue when its is created will automatically fill the issue "assigned_to" field with category configured user.

#6 - 2010-03-29 20:50 - Enderson Maia

+1

I suggest that the CC: field could be used as a assigned_to: , and CC: just for watchers.

So a message with:

```
..  
to: <redmine@example.com>, <user@example.com>  
cc: <somebody@example.com>, <someone@example.com>  
...
```

would be created a issue assigned_to: <user@example.com> and <somebody@example.com>, <someone@example.com> for watchers.

In this case using <redmine@example.com> as the incoming e-mail, I just don't know how Redmine could make this distinction.

Another option would be to make allow-override accept the assigned_to: as an option, and the assigner users could be set on the e-mail body.

#7 - 2010-06-05 05:51 - Eric Davis

- *Status changed from New to Closed*
- *Assignee set to Eric Davis*
- *Target version set to 1.0.0 (RC)*
- *% Done changed from 0 to 100*
- *Resolution set to Fixed*

Added support for setting an issue's assigned to field via email. It will take a user's email address, login, or full name. [r3764](#)