Redmine - Feature #10459

Privacy Feature - Send activity notification rather than entire ticket via email

2012-03-15 19:05 - Mr Embedded

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

Description

Sorry I have posted this in the forum and realized I should have posted it here instead. I don't know how to remove the forum post.

The goal of this suggestion is to eliminate the email chatter when working on projects that require more security while still allowing for user notifications of an update to an issue.

What I am suggesting here is to have the ability for an administrator to set the option of having the system to send an activity notification rather than the ticket contents.

For example if a ticket has been updated, any user that has been configured in this manner would get an email notification that would list the same subject as it does now but the content would only contain a line that says this issue has been updated, please login to review and provide a link that the user could click to login. The management of this should be added to administrative part of the user administration area. This should be easily doable.

Additionally, if the issue has been updated and an email sent, but additional issue updates have occurred before the user has logged in to check the original issue update, then no additional emails should be sent regarding the additional updates as the newness of these would fall under the umbrella of the original notification. Once the user logs in and reviews the issue then afterward, any new update will be emailed and the process starts again. I am guessing this is a bit more difficult to do, especially if the user doesn't click the provided link to review the ticket from the email itself, but rather browses for it on their own. I guess if they update the issue and are the last user to do so, that could be used to validate and reset the condition but this method still wont be enough to make this part work 100% properly. Maybe comparing the login timestamp and ticket update timestamp would work but it won't guarantee the user has actually looked at the specific issue they were notified about. This second part is only to further reduce non necessary email traffic.

History

#1 - 2012-10-10 09:15 - yac yac

+1 but

Mr Embedded wrote:

> Additionally, if the issue has been updated and an email sent, but additional issue updates have occurred before the user has logged in to check the original issue update, then no additional emails should be sent regarding the additional updates ...

ETOOMUCHMAGIC, if you are gonna implement this, it should be optionaly and preferably not default.