

Redmine - Feature #1083

Accept new tickets via email

2008-04-21 21:50 - Chris Platts

<b>Status:</b>	Closed	<b>Start date:</b>	2008-04-21
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>			
<b>Description</b> I got an interesting bit of feedback from one of my colleagues yesterday after a very successful (and well-liked!) roll-out of our Redmine installation.  He suggested the ability to accept new tickets into a project via email.  Perhaps it could work something like this: <ul style="list-style-type: none"><li>• Each project is configured with an email address, via the Project Settings page</li><li>• Defaults are set for required fields (i.e. tracker, status, priority -- something like 'via email', '(unassigned)' or 'pooled')</li><li>• Emails sent to the project's email address are fed into Redmine, creating issues with the email's subject and body as the issue's subject and description fields). Other issue properties are set as per the defaults configured (as above)</li></ul> Perhaps these issues would be logged in their own tracker. Users with appropriate permissions for that tracker could then triage and reassign incoming issues to other trackers and with their properties adjusted as is seen fit by the user.			
<b>Related issues:</b>			
Related to Redmine - Patch #1110: Allow email to create issue or add comment		Closed	2008-04-25
Is duplicate of Redmine - Feature #444: submit issue via email		Closed	

History

#1 - 2008-04-21 21:52 - Chris Platts

Heh. Please excuse my typo of 'tickets' rather than 'issues' in the subject line! It's pretty obvious I was once a Trac user :)

#2 - 2008-04-22 10:40 - Thomas Lecavelier

Marked as duplicated from [#444](#), these explanations seemed clearer.

#3 - 2008-11-11 10:43 - Jean-Philippe Lang

- Status changed from New to Closed

Feature added. See [#1110](#).