

Redmine - Feature #11808

Requiring submitter to select an issue type

2012-09-10 23:09 - Chris Boyle

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

Description

While the Issue Type is a required field when submitting a new ticket, we find users usually don't select an issue type from the dropdown list. As a result many tickets are submitted with whatever the first issue type is.

Is there a way to add a "Must Select One" to the top of the dropdown list that cannot be selected so that if they try to submit the ticket, it's rejected until the submitter selects a proper issue type?

For example, in the attached screencap, the first issue/request type in the dropdown box is "Social Networking". We'd like that dropdown box to display "Must Select Issue" (which is not a selectable option) that reminds the submitter to select an issue/request type. If they fail to select any issue/request type from the dropdown, the ticket is rejected with an error message reminding them to select an issue/request type.

We get a bunch of tickets with the issue/request type of "Social Networking" for many tickets when that's not the case.

Files			
9-10-2012 5-03-55 PM.png	25 KB	2012-09-10	Chris Boyle