

Redmine - Feature #13478

E-Mail response to ticket changes status to In Progress

2013-03-14 15:32 - Jason Butz

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:			
Resolution:			
Description			
It would be nice to have a feature that if a ticket is updated via e-mail and the status is "New", or preferably something you choose, that the status is then changed to "In Progress", or preferably something you choose.			

History

#1 - 2013-03-14 23:46 - Mischa The Evil

It is already part of [RedmineReceivingEmails](#). You can use keywords (when configured as such) to change issue status using emails. I don't think that this should be default behavior.

#2 - 2013-03-18 02:19 - Toshi MARUYAMA

- Category set to Email receiving