

Redmine - Feature #13478

E-Mail response to ticket changes status to In Progress

2013-03-14 15:32 - Jason Butz

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email receiving	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>			
<b>Description</b>			
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