

Redmine - Feature #15273

Issues list export - Resolved column

2013-11-06 13:23 - Patryk Konieczny

| | | | |
|---|----------|-----------------|-----------|
| Status: | Closed | Start date: | |
| Priority: | Normal | Due date: | |
| Assignee: | | % Done: | 0% |
| Category: | Issues | Estimated time: | 0.00 hour |
| Target version: | | | |
| Resolution: | Wont fix | | |
| Description I was searching in google and also on forums and in the redmine wiki, and even with the plugins help i still cant get what i want. I'm trying to create a list of issues that will have a column with date of resolving the problem (status resolved) and with available filters it's not possible even when I'm using the extra options section or plugins. It would be great to have such a feature, it can help people working with helpdesk issues to generate reports for clients showing the response time of every defect they report. | | | |

History

#1 - 2013-11-10 04:58 - Mischa The Evil

- Category changed from Search engine to Issues

Not likely to make it in. It is too specific since resolved is a user-defined value.

Patryk Konieczny wrote:

[...] with helpdesk issues to generate raports for clients showing the response time of every defect they report

Using a resolved column as you propose you also wouldn't be able to measure the *response time* since that couldn't/shouldn't be the date and/or time you have actually *responded* (for the first time) to an issue.

Anyways, I think features like that could be better done using plugins. AFAIK, there already exists some specific helpdesk plugins. I'm not aware if they include features like this though.

#2 - 2013-12-01 08:52 - Toshi MARUYAMA

- Description updated

#3 - 2024-09-14 09:53 - Go MAEDA

- Status changed from New to Closed

- Resolution set to Wont fix