

Redmine - Feature #24151

Warning when comments go nowhere

2016-10-24 07:30 - Kirin van der Veer

Status:	New	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:			
Resolution:			
Description We use redmine extensively for IT support requests. Often users unfamiliar with redmine will make comments on a ticket that is assigned to themselves like "Yeah, go ahead and do that - sounds good." And expect us to know that they have made a comment. We have a very high volume of tickets, so we only subscribe to updates for tickets assigned to us. It would be useful if when a user makes a comment on a ticket and does not assign it back to another user that they get an email warning like: "Redmine notification regarding #99999: You have submitted a comment on a ticket assigned to yourself. No other staff member has been notified. Please assign this ticket to another user or add a watcher if you expect others to be notified of your update".			