Redmine - Feature #2519
Confirm issues received by email

2009-01-16 10:37 - Gerrit Kaiser

Status:	New		Start date:	2009-01-16
Priority:	Normal		Due date:	
Assignee:			% Done:	0%
Category:	Email notifications		Estimated time:	0.00 hour
Target version:				
Resolution:				

Description

When creating new issues via email, I often find myself going to the web-interface anyway to check whether the issue was created correctly. It would be nice if Redmine would, optionally perhaps, confirm the creation of a new issue and inform you of the issue number and URL. If that email was designed in such a way that you could reply to it and the reply was added to the issue as a comment, that would greatly streamline a email-based workflow.

This would also benefit scenarios where Redmine is used as a support tool for outside users and is similar to the behaviour of specialised spport-tracking systems.

What do you think?

History

#1 - 2009-01-16 18:25 - Jean-Philippe Lang

It's more like a workaround but if you **uncheck***I don't want to be notified of changes that I make myself'* on your preferences, you'll be notified and be able to reply the email to add comments.

#2 - 2009-01-19 06:46 - Ewan Makepeace

That is too expensive - I would have an additional 100 emails from redmine then?
I agree - emails submit is not 100% reliable for various reasons, and because IMAP polling takes a few minutes it is a bit stressful to send and remember to check the issue was added a bit later...

#3 - 2009-10-31 00:01 - Jos Accapadi

> *This would also benefit scenarios where Redmine is used as a support tool for outside users and is similar to the behaviour of specialised spport-tracking systems.*
>
> *What do you think?*

We have tested out RT (Request Tracker), and it would be nice to have something similar. Basically a help form goes to RT via a custom email address. RT keeps track of the requestors, and emails replied to the email address go into RT for that help ticket. There are some oher features like #2230 that would be nice. The aspect that is nice about RT is it does not give out the direct email addresses of the support people and all communication is tracked via RT. This is especially important as we don't want everyone to have access to redmine or if you are like some, you don't want yet another account to log into, especially when that is not your main job.

#4 - 2013-04-09 14:25 - Dipan Mehta

+1. This is quite useful.

Also, this is critical from the point of view, that due to various reasons, sometimes issue creation fails and currently there is no notification of success or failure. Ideally, if the issue creation fails then also there should be a reply indicating the error.

The way there is a check-box indicating *'I don't want to be notified of changes that I make myself'* there should also be additional check-box indicating *'Exclude issue created by my through email'*

#5 - 2019-12-27 16:14 - Robert Röttger

+1 for the ticket request

#6 - 2020-05-06 11:16 - Yevhen Shevchenko

Gerrit Kaiser wrote:

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Man, how you make do this? "you could reply to it and the reply was added to the issue as a comment", we create the ticket from email, but Reply to this ticket don't work. We need that when we click to the reply button write the comment and then send it to the ticket Redmine issue as a comment (notes or quote in Redmine task interface). Please help if this solution is worked for you.