

Redmine - Patch #32628

Notify users about high issues (only)

2019-12-12 17:15 - Jan from Planio www.plan.io

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:	Go MAEDA	% Done:	0%
Category:	Email notifications	Estimated time:	0.00 hour
Target version:	4.2.0		

Description

This feature introduces a setting in each user's **My account** section which allows them to select/deselect a new option labeled **Also notify me about issues with a priority of high or higher**.

If this option is set, users will be notified about issues that have a high priority even if they're not assigned to or watching it.

Currently, I see 2 use cases for this:

1. Project Management: Higher level project managers who oversee multiple projects and aren't directly involved in the day to day business but want to be in the loop about things that have a high priority.
2. Help desk: In a help desk or service desk scenario, users may wish to disable all notifications and only work on the ticket queue in Redmine during their work hours. However, if tickets have a high priority, they may want to be notified by email even outside their work hours, when they're not logged in to Redmine.

Considerations:

For this feature, we need a definition of what a "high" priority is, because priorities can be created by Redmine admins. The proposed implementation works akin to the CSS classes of issues (for colouring in some themes) in the issue list. For this, Redmine already computes "position names", e.g. high, high2, highest, etc.

In order to use this mechanism, patch 0002 extracts finding the "middle" priority into its own method, and patch 0003 uses the method to define a ~~is_high?~~high? helper. A ~~is_low?~~low? helper is introduced as well for completeness sake and potential future uses.

Finally, patch 0004 introduces the new user preference and the mechanism that sends the notifications.

Tests for all relevant parts are included.

Associated revisions

Revision 19446 - 2020-01-21 05:02 - Go MAEDA

Use existing scopes instead of one-off AR condition (#32628).

Patch by Jan Schulz-Hofen.

Revision 19447 - 2020-01-21 05:08 - Go MAEDA

Extract finding the default or "middle" issue priority into its own class method (#32628).

Patch by Jan Schulz-Hofen.

Revision 19448 - 2020-01-21 05:10 - Go MAEDA

Add IssuePriority#high? and #low? helpers (#32628).

Patch by Jan Schulz-Hofen.

Revision 19449 - 2020-01-21 05:23 - Go MAEDA

Enable users to receive email notifications about high issues (only) (#32628).

Patch by Jan Schulz-Hofen.

Revision 19450 - 2020-01-21 05:26 - Go MAEDA

Code cleanup: RuboCop: Fix Layout/EmptyLinesAroundMethodBody in test/functional/my_controller_test.rb (#32628).

Revision 19451 - 2020-01-21 05:27 - Go MAEDA

Code cleanup: RuboCop: Fix Rails/ActiveRecordAliases in test/unit/issue_priority_test.rb (#32628).

Revision 19452 - 2020-01-21 05:29 - Go MAEDA

German translation for high priority notification setting (#32628).

Revision 19453 - 2020-01-21 05:31 - Go MAEDA

Update locales (#32628).

History

#1 - 2019-12-14 10:57 - Go MAEDA

Thank you for posting the patches. I like the proposed feature that allows users to more fine-grained control email notifications.

I suggest some trivial improvements:

- Even if "I don't want to be notified of changes that I make myself" is enabled, notifications about issues with higher priorities are sent. In my opinion, no_self_notified should be prioritized than notify_about_high_priority_issues
- How about changing the method names "is_high?" and "is_low?" to "high?" and "low?"? Most core methods of Ruby don't have "is_" prefix. I feel the names are a little verbose
- How about enabling notify_about_high_priority_issues by default? To do so, users will be able to expect that notifications about issues with higher priorities are sent to most members

#2 - 2019-12-14 10:58 - Go MAEDA

- Target version set to Candidate for next major release

#3 - 2020-01-07 06:19 - Jan from Planio www.plan.io

- File deleted (0003-Add-IssuePriority-is_high-and-is_low-helpers.patch)

#4 - 2020-01-07 06:19 - Jan from Planio www.plan.io

- File deleted (0004-Enable-users-to-receive-email-notifications-about-hi.patch)

#5 - 2020-01-07 06:19 - Jan from Planio www.plan.io

- File deleted (0002-Extract-finding-the-default-or-middle-issue-priority.patch)

#6 - 2020-01-07 06:20 - Jan from Planio www.plan.io

- File deleted (0001-Use-existing-scopes-instead-of-one-off-AR-condition.patch)

#7 - 2020-01-07 06:25 - Jan from Planio www.plan.io

- File 0001-Use-existing-scopes-instead-of-one-off-AR-condition.patch added

- File 0002-Extract-finding-the-default-or-middle-issue-priority.patch added

- File 0003-Add-IssuePriority-high-and-low-helpers.patch added

- File 0004-Enable-users-to-receive-email-notifications-about-hi.patch added

Thank you for your feedback!

- Even if "I don't want to be notified of changes that I make myself" is enabled, notifications about issues with higher priorities are sent. In my opinion, `no_self_notified` should be prioritized than `notify_about_high_priority_issues`

I agree and this was already the case. I have now added a test to demonstrate the behaviour. Can you still reproduce this?

- How about changing the method names "is_high?" and "is_low?" to "high?" and "low?"? Most core methods of Ruby don't have "is_" prefix. I feel the names are a little verbose

Thank you for the suggestion. I have changed it like you proposed.

- How about enabling `notify_about_high_priority_issues` by default? To do so, users will be able to expect that notifications about issues with higher priorities are sent to most members

I am not sure if this may confuse existing users. But I agree with your point regarding expectations. I have therefore enabled this by default now.

Please find the new patch series attached.

#8 - 2020-01-07 16:18 - Jan from Planio www.plan.io

- Description updated

#9 - 2020-01-08 04:55 - Jan from Planio www.plan.io

- File deleted (0004-Enable-users-to-receive-email-notifications-about-hi.patch)

#10 - 2020-01-08 04:57 - Jan from Planio www.plan.io

- File 0004-Enable-users-to-receive-email-notifications-about-hi.patch added

Minor update to patch 0004 which downcases the priority name in the setting label as it is part of a sentence.

#11 - 2020-01-08 07:17 - Jan from Planio www.plan.io

- File 0005-German-translation-for-high-priority-notification-se.patch added

And a german translation.

#12 - 2020-01-08 09:09 - Go MAEDA

Jan from Planio www.plan.io wrote:

- How about enabling notify_about_high_priority_issues by default? To do so, users will be able to expect that notifications about issues with higher priorities are sent to most members

I am not sure if this may confuse existing users. But I agree with your point regarding expectations. I have therefore enabled this by default now.

I changed my mind after reading the following sentences in <https://support.plan.io/news/162>. I understood that this feature is not intended to get more emails but to reduce the total amount of emails.

This will essentially notify you about high priority issues regardless of whether they are assigned to you or whether you are watching or being otherwise involved in them. This will also work if you have selected to receive no notifications at all otherwise.

We believe this to be particularly useful for high level managers who are overseeing many projects but aren't directly involved in their day-to-day. It's also great for help desk scenarios where agents won't need email notifications for regular issues as they're working on them consistently following an orderly queue. Yet, high priority issues could now alert them even if they aren't currently logged on or are working on something else – if that's what's desired.

#13 - 2020-01-09 09:54 - Go MAEDA

- Target version changed from Candidate for next major release to 4.2.0

Setting the target version to 4.2.0.

#14 - 2020-01-09 10:07 - Jan from Planio www.plan.io

Go MAEDA wrote:

I changed my mind after reading the following sentences in <https://support.plan.io/news/162>. I understood that this feature is not intended to get more emails but to reduce the total amount of emails.

I think one could make an argument for both options. I am happy to alter the patch again, it's just the three lines in the initializer. Maybe some other folks have feedback on this?

#15 - 2020-01-21 05:35 - Go MAEDA

- Status changed from New to Closed

- Assignee set to Go MAEDA

Committed the patches. Thank you for improving Redmine.

Jan from Planio www.plan.io wrote:

Go MAEDA wrote:

I changed my mind after reading the following sentences in <https://support.plan.io/news/162>. I understood that this feature is not intended to get more emails but to reduce the total amount of emails.

I think one could make an argument for both options. I am happy to alter the patch again, it's just the three lines in the initializer. Maybe some other folks have feedback on this?

For now, I have modified the patch to disable the setting by default. As you mentioned before, it may confuse users.

Files

0001-Use-existing-scopes-instead-of-one-off-AR-condition.patch	969 Bytes	2020-01-07	Jan from Planio www.plan.io
0002-Extract-finding-the-default-or-middle-issue-priority.patch	2.58 KB	2020-01-07	Jan from Planio www.plan.io
0003-Add-IssuePriority-high-and-low-helpers.patch	2.57 KB	2020-01-07	Jan from Planio www.plan.io
0004-Enable-users-to-receive-email-notifications-about-hi.patch	8.84 KB	2020-01-08	Jan from Planio www.plan.io
0005-German-translation-for-high-priority-notification-se.patch	1.05 KB	2020-01-08	Jan from Planio www.plan.io