

Redmine - Feature #32657

Arranging Redmine

2019-12-18 15:59 - Anna Grebenkina

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Administration	Estimated time:	0.00 hour
Target version:			
Resolution:	Invalid		

Description

Hello,

we are planning to use Redmine in our IT department, as the company we work with already uses the software. As we have a different constellation as they do, they couldn't answer our questions. So maybe you can help as.

The constellation we have in our department is following: normally we get (per email) tasks mostly from other departments in our company or from outside the company. So this means, most of the tasks will be created from outside Redmine und by non-Redmine users. So here are the questions to our workflow which we would like to map in Redmine:

1. Would it be possible to receive emails with Redmine (by particular Project only) and automatically turn these emails into tickets? What would we need for this?
2. Can we create automatical notification for the colleagues creating a ticket via email, which will also contain ticket number?
3. Is it possible to customise the workflow, for example, if a ticket has particular words it should then have a particular type (Status in Redmine) in the system and should be assigned to a particular user?
4. Would it be possible for us to answer the received emails from RedMine and will these emails be attached to the ticket?

Thank you very much in advance!

Best regards,
Anna

History

#1 - 2019-12-18 16:29 - Mischa The Evil

- Status changed from New to Closed
- Resolution set to Invalid

Please use the forums for questions. Issues are exclusively used to report bugs, suggesting new features, or submitting patches. Reading [Guide](#) and [How to request help](#) may be helpful to you.