

Redmine - Feature #36162

Add notification reason to the email instead of the default static email footer

2021-11-08 23:09 - Marius BALTEANU

Status: New	Start date:
Priority: Normal	Due date:
Assignee: Marius BALTEANU	% Done: 0%
Category: Email notifications	Estimated time: 0.00 hour
Target version: Candidate for next major release	
Resolution:	

Description

The default email footer setting is:

*You have received this notification because you have either subscribed to it, or are involved in it.
To change your notification preferences, please click here: <http://hostname/my/account>*

This setting can be changed from Settings -> Notifications -> Email footer.
This approach have several issues:

- the text can be removed by an admin
- the text is not translatable
- the text is too generic and the user cannot understand why he received that notification

My proposal is to replace this text with the real reason of why the user received the notification. In this phase, I propose the following reasons with the according translations:

Reason	Message	Details
SUBSCRIBED	You have received this notification because you have subscribed to it.	because he is subscribed to that event
INVOLVED	You have received this notification because you are involved in.	the user is either author, assignee or previous assignee
WATCHED	You have received this notification because you are watching it.	the user is a watcher
ADMIN	You have received this security notification because you are an administrator.	the user is an admin and he received a security notification

In the future, we can add the MENTIONED reason (#13919) to cover the case when a user is mentioned or even a more granular reason for the involved reason: author, assignee or previous assignee.

Also, I propose to always display the text "To change your notification preferences, please click here: %{link to my account}."

Below is an example from a security notification with both messages (first message is the new one; second message is the old one).
sn.png

Related issues:
Related to Redmine - Feature # 13919: Mention user on comment/description usi... **New**

History

#1 - 2021-11-08 23:10 - Marius BALTEANU

- Description updated

#2 - 2021-11-08 23:15 - Marius BALTEANU

- Related to Feature #13919: Mention user on comment/description using @user with autocomplete added

#3 - 2021-11-09 07:48 - Bernhard Rohloff

To me, this sounds like a good improvement of user experience.
It also helps to set the personal notification settings appropriately.
+1 from my side.

#4 - 2021-11-09 08:35 - pasquale [:dedalus]

- File bugzilla-sample.png added

+1 for me.

I suggest a more concise way (like bugzilla): if anyone has more reasons to receive an email, we can summarize with a bullet list as shown in attached screenshot:

bugzilla-sample.png

#5 - 2021-11-09 08:38 - C S

+1 because it is a really good idea!

#6 - 2021-11-09 11:08 - Bernhard Rohloff

pasquale [:dedalus] wrote:

| ... we can summarize with a bullet list as shown in attached screenshot:

Nice input. I like it.

Files

sn.png	109 KB	2021-11-08	Marius BALTEANU
bugzilla-sample.png	21.6 KB	2021-11-09	pasquale [:dedalus]