

Redmine - Feature #3706

Allow assigned_to field configuration on Issue creation by email

2009-08-03 04:19 - Erica Gallindo

Status:	Closed	Start date:	2009-08-03
Priority:	Normal	Due date:	
Assignee:	Eric Davis	% Done:	100%
Category:	Email receiving	Estimated time:	0.00 hour
Target version:	1.0.0 (RC)		
Resolution:	Fixed		
Description			
It's already possible to fetch incoming emails and control the following attributes when creating a issue: <ul style="list-style-type: none">- project=PROJECT identifier of the target project- tracker=TRACKER name of the target tracker- category=CATEGORY name of the target category- priority=PRIORITY name of the target priority			
Is it possible to control the <i>assigned_to</i> field too? I'm already using Redmine to control a distributed development process (about a hundred users) and at this moment we need a way to register (as a Redmine issue) all the support e-mails we are receiving from external users. All these emails must be assigned to a specific Redmine user for helping our user support process.			
I'm testing the trunk version (rev 2835) which already include the great job described in http://www.redmine.org/projects/redmine/repository/revisions/2789 .			
Related issues:			
Related to Redmine - Feature # 5573: Allow issue assignment in email		Closed	2010-05-21
Related to Redmine - Feature # 5594: Improve MailHandler's keyword handling		Closed	2010-05-25

History

#1 - 2009-08-03 10:58 - Mischa The Evil

- Tracker changed from Patch to Feature

#2 - 2009-09-15 08:05 - Marcin Trendota

Vote for it ;)

I would do it by myself if only i knew ruby (or have time to learn it)...

#3 - 2009-11-28 13:16 - Jean-Philippe Lang

- Category changed from Email notifications to Email receiving

#4 - 2010-01-29 14:46 - Emils Klotins

Marcin Trendota wrote:

Vote for it ;)

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Likewise, it would so much help setting up automated issue entry in some cases.

#5 - 2010-02-08 02:36 - Erica Gallindo

When I first suggest this, I wasn't aware how to use categories for this purpose. Now, I know it's possible to control the assigned_to field using categories. When a category is created it is possible to configure a redmine user for that. Thus, simply choosing a category for an issue when its is created will automatically fill the issue "assigned_to" field with category configured user.

#6 - 2010-03-29 20:50 - Enderson Maia

+1

I suggest that the CC: field could be used as a assigned_to: , and CC: just for watchers.

So a message with:

```
..  
to: <redmine@example.com>, <user@example.com>  
cc: <somebody@example.com>, <someone@example.com>  
...
```

would be created a issue assigned_to: [<user@example.com>](mailto:user@example.com) and [<somebody@example.com>](mailto:somebody@example.com), [<someone@example.com>](mailto:someone@example.com) for watchers.

In this case using [<redmine@example.com>](mailto:redmine@example.com) as the incoming e-mail, I just don't know how Redmine could make this distinction.

Another option would be to make allow-override accept the assigned_to: as an option, and the assigner users could be set on the e-mail body.

#7 - 2010-06-05 05:51 - Eric Davis

- Status changed from New to Closed
- Assignee set to Eric Davis
- Target version set to 1.0.0 (RC)
- % Done changed from 0 to 100
- Resolution set to Fixed

Added support for setting an issue's assigned to field via email. It will take a user's email address, login, or full name. r3764