

Redmine - Feature #37537

Options to manage Mail replies on closed Tickets

2022-08-01 17:10 - hsc solutions

Status: New	Start date:
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category: Email receiving	Estimated time: 0.00 hour
Target version:	
Resolution:	
Description	
<p>Hi,</p> <p>currently its possible to send Mail to closed tickets and they are processed in the same way like the ticket is open.</p> <p>I think it is very helpful to add an option that if a mail comes for a closed ticket</p> <ul style="list-style-type: none">a) an answer mail is sent with a customizable text like "This Ticket is closed; Please open a new one" orb) a new Ticket should be created with reference to the closed ticket.c) leave default behaviour active <p>It would be perfect, if the configuration could be made at project level.</p> <p>I think this Features is an "normal" Feature compared to other Project Management Tools.</p>	