Redmine - Feature #4951
"Accept Ticket" Link When Viewing Issue

2010-02-28 17:31 - Rafael Diaz-Tushman

Status:	Reopened		**Start date:**	2010-02-28
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Issues		**Estimated time:**	0.00 hour
Target version:				
Resolution:	Wont fix			

Description

It would be great if there was a one-click process called "Accept Ticket" that:

- Assigned the Issue to the person clicking the link
- Changed the Status of the Issue to "In Progress"
- Fired a plugin event

I can think of several plugins that would want to be fired upon this event...

I may build a plugin that adds this link using one of the view_issues hooks, but i'm just learning ROR so it'd be faster if you did it :-)

Cheers!

History

#1 - 2010-03-01 19:12 - Eric Davis
- Status changed from New to Closed
- Resolution set to Wont fix

"Accepting" a ticket would be different for each organization so I don't think it would be good in the core. It could even be different for each project; for example on my Open Source projects I "accept" a ticket by assigning it to me, adding a target version, and changing the status. But on my client projects, I "accept" a ticket by assigning it to me only.

A plugin can use the existing hooks to add a button and call their own action. If there end up being several different plugins providing the "accept a ticket" workflow, then we can review putting a general feature into Redmine.

It's a good idea, just no way to make it work easily for all Redmine users.

#2 - 2010-03-01 19:30 - Rafael Diaz-Tushman

Ah, good point. But isn't the common denominator that the ticket gets assigned to you?

I think the main problem is that right now, if you want to claim a ticket (an extremely common task in issue management), you have to go through a 4-click process after the point of viewing an open issue:

1. Click Update
2. Click the "Assigned to" Select List
3. Click your own name in the "Assigned to" select list (after finding it, which can be a pain on large projects)
4. Click Save

when other apps, including Unfuddle, make this common task as simple as possible.

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Just a thought:

In the global settings, under the repositories tab, Redmine currently has the ability to set some basic rules for "Referencing and fixing issues in commit messages".

Could we create a basic rules section for "Accepting" a ticket that operated similarly, except put it within each project's Settings?

This gives you the ability to create project-specific rules for what happens when you accept a ticket.

#3 - 2012-06-13 19:31 - K. Scott Tripp

- Status changed from Closed to Reopened

I agree with Rafael. It doesn't make sense that a ticket can be accepted for someone by somebody else... when you accept a ticket the ownership should change to you. This is one thing that Trac got right.

> *Could we create a basic rules section for "Accepting" a ticket that operated similarly, except put it within each project's Settings?*

I think that is a very valid solution to the problem posed by Eric, in that every organization has a different workflow.

#4 - 2015-05-24 15:01 - Stefan Zugal

We were facing pretty much the same problem (migrating from TRAC and missing the accept button), so we created a plugin that does the accepting in one click (change status, change user, submit changes). It is neither much code nor very fancy, but perhaps you find it useful:
https://www.redmine.org/plugins/accept