

Redmine - Feature #5449

Send requests for more information from support requests

2010-05-05 21:02 - Max Zinal

<b>Status:</b>	New	<b>Start date:</b>	2010-05-05
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Issues	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>			
<b>Description</b> Add some user interface to send e-mail to an external address from inside "support" issue. A e-mail message should have a fixed reply address (configurable on a per-project basis) and it's topic should include all headers to allow the processing of reply messages for the issue.  In our configuration we do not allow external users to access our internal issue tracker. At the same time we would like to log all our e-mail conversations with external parties.			

History

#1 - 2011-08-22 14:16 - Etienne Massip

- Category set to Issues