

Redmine - Feature #6971

Custom field releated to Update / Notes

2010-11-24 20:37 - Maxim Krušina

<b>Status:</b>	New	<b>Start date:</b>	2010-11-24
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Custom fields	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>			
<b>Description</b> Hi there,  We would like to imlement some kind of Custommer Support via Redmine (I hope we can now develop some plugin inhouse). Anyway, this is basic functionality idea: <ul style="list-style-type: none"><li>• Autmatic creacon of ticket - this will be done from webform via email ticket creation or by REST API</li><li>• So we have ticket and we can work as usuall.</li><li>• We'll add custom field like "Customer email" - this will be used for replying</li><li>• What we need is to add some way to send asnwers to our cliens. My basic idea is to create simillar input like Notes - when updating. There will be two long texts: Notes - work as usuall, for internal redmine "chat", and Client answer - when filled, it will send an answer to client.</li></ul> Is this possible or it should be developed completely as plugin?  Thanks for reactions maxim			

History

#1 - 2010-11-25 12:13 - Sepp \_

I might also use it if you develop and pushlish it as plugin.

#2 - 2011-03-23 12:00 - Toshi MARUYAMA

- Category set to Custom fields

#3 - 2011-10-03 15:45 - Etienne Massip

- Subject changed from Custim field releated to Update / Notes to Custom field releated to Update / Notes

Typo.