

Redmine - Feature #11808

Requiring submitter to select an issue type

2012-09-10 23:09 - Chris Boyle

Status: New	Start date:
Priority: Normal	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version:	
Resolution:	
Description	
<p>While the Issue Type is a required field when submitting a new ticket, we find users usually don't select an issue type from the dropdown list. As a result many tickets are submitted with whatever the first issue type is.</p> <p>Is there a way to add a "Must Select One" to the top of the dropdown list that cannot be selected so that if they try to submit the ticket, it's rejected until the submitter selects a proper issue type?</p> <p>For example, in the attached screencap, the first issue/request type in the dropdown box is "Social Networking". We'd like that dropdown box to display "Must Select Issue" (which is not a selectable option) that reminds the submitter to select an issue/request type. If they fail to select any issue/request type from the dropdown, the ticket is rejected with an error message reminding them to select an issue/request type.</p> <p>We get a bunch of tickets with the issue/request type of "Social Networking" for many tickets when that's not the case.</p>	

Files

9-10-2012 5-03-55 PM.png

25 KB

2012-09-10

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