Redmine - Feature #13600

Allows specifying "canned responses"

2013-03-26 16:11 - Anonymous

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Issues		**Estimated time:**	0.00 hour
Target version:				
Resolution:				

Description

I used to use the (old / classic) SourceForge.net trackers a lot (out of lack of alternatives, not of choice ;-). Overall, Redmine is a big win compared to it, but there are a handful of features I am missing.

One is the ability to specify "canned responses". That is, one could specify a set of predefined response texts. Then, instead of writing a new comment on an issue, one could simply add one of those canned responses to an issue by selecting it from a popup.

The idea is that many workflows require certain responses over and over again. For example: "Thank you very much for you report. However, in order to be able to process it effectively, we need further information. Please tell us the exact version of FOOBAR, the operating system on your computer (Windows, Mac OS X, Linux, ...) and ..."

Another example: "This issue is currently awaiting feedback. If we don't hear back from you within 14 days from now, this issue will automatically be closed."

Providing such canned responses has multiple advantages. One, it saves time. Two, it allows pre-crafting polite and yet succinct replies. (I found that if developers handle requests, as is often the case on open source projects, sometimes replies lack in politeness simply because after looking at the tenth report in a row which is ignoring the bug submission instructions, you tend to get a bit upset... esp. if you do this all in your spare time. A pre-written text helps avoid letting the user feel that annoyance).

Anyway, I hope it is clear why I consider this useful.

I actually think that in Redmine, one could provide a nicer UI for this than SF.net did. E.g. it would be nice if upon selecting such a canned response, it would simply be inserted into the text field, so that I can edit it before submitting it. Also note that canned responses could potentially do more than just predefining a response text; they could also include other status changes. But to me, that would be extra sugar, not a requirement.

History

#1 - 2013-03-27 18:06 - Alex Shulgin

Check this plugin out: http://www.redmine.org/plugins/canned_responses

#2 - 2013-03-27 19:37 - Anonymous

Thanks, your plugin indeed looks useful! At first I was a bit worried, because that page said it was only tested with Redmine 2.0.x, but looking at the git repos, there are some commits for compatibility with 2.2.x. Could you perhaps get http://www.redmine.org/plugins/canned_responses (and maybe also your README) updated to state whether 2.2.x is supported?

#3 - 2013-03-27 19:53 - Anonymous

Unfortunately, trying your plugin with my Redmine test installation results in an error 500. I'll file a bug report on github.
(In addition, the installation instructions in your README are still for Redmine 1.x. I submitted a pull request for that).

#4 - 2014-10-14 21:45 - Victor Gershgorn

Just wanted to update whom ever is wondering - this plugin appears to work well with Redmine 2.5.2 (not sure if it is officially supported for this version).
Many thanks to the author.

#5 - 2015-05-13 22:05 - Gerardo Herzig

+1 to this one. That old plugin does not seems to be working on redmine 3.0.2

#6 - 2015-09-08 14:58 - Gerardo Herzig

No news about this?