

Redmine - Feature #23069

Redmine Ticket System

2016-06-15 09:56 - Markus Hebel

Status:	Closed	Start date:	
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			
Resolution:	Invalid		

Description

Hello,

we plan to install a ticket system in our company and we find Redmine and ORTS.

Our plan is to generate a E-Mail Pool for our three departments.

Three groups

1. sales department
2. marine department
3. service-department

Steps:

1. The Customers send us a Mail to one of the three departments
2. The Mail will generate automatically a new Ticket and send to the customer automatically confirmation of the order
3. Our colleague will be look into the system and take the ticket
4. If he finished his ticket he will closed it and change the status

If also must be possible to give back a tickte, when the colleague is ill or in meeting

Is this possible with Redmine?

Where i can find a good manual of Redmine in german?

Thanks

Markus

History

#1 - 2016-06-15 11:25 - Toshi MARUYAMA

- Category deleted (Administration)
- Status changed from New to Closed
- Resolution set to Invalid

Please use forum for question.