

## Redmine - Feature #24151

### Warning when comments go nowhere

2016-10-24 07:30 - Kirin van der Veer

<b>Status:</b>	New	<b>Start date:</b>	
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>	Email notifications	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Resolution:</b>			
<b>Description</b>			
<p>We use redmine extensively for IT support requests. Often users unfamiliar with redmine will make comments on a ticket that is assigned to themselves like "Yeah, go ahead and do that - sounds good." And expect us to know that they have made a comment. We have a very high volume of tickets, so we only subscribe to updates for tickets assigned to us. It would be useful if when a user makes a comment on a ticket and does not assign it back to another user that they get an email warning like: "Redmine notification regarding #99999: You have submitted a comment on a ticket assigned to yourself. No other staff member has been notified. Please assign this ticket to another user or add a watcher if you expect others to be notified of your update".</p>			