Redmine - Feature #37537

Options to manage Mail replies on closed Tickets

2022-08-01 17:10 - hsc solutions

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

Description

Hi,
currently its possible to send Mail to closed tickets and they are processed in the same way like the ticket is open.

I think it is very helpful to add an option that if a mail comes for a closed ticket
a) an answer mail is sent with a customizable text like "This Ticket is closed; Please open a new one" or
b) a new Ticket should be created with reference to the closed ticket.
c) leave default behaviour active

It would be perfect, if the configuration could be made at project level.

I think this Features is an "normal" Feature compared to other Project Management Tools.