Redmine - Feature #4487

Add better presentation of issue status history

2009-12-25 20:43 - Aron Rotteveel

Status:	New	**Start date:**	2009-12-25
Priority:	Normal	**Due date:**	
Assignee:		**% Done:**	0%
Category:	UI	**Estimated time:**	0.00 hour
Target version:			
Resolution:			

Description

Currently, the only way to view the history of an issue is to scroll down the list of comments.
From a usability perspective, this is quite a tedious way to do it (see attachment: overview is a bit lacking).

It would be nice to have single overview of the issue history right below the ticket, for example near the "Associated revisions" section.

Related issues:

Related to Redmine - Feature #12789: Redmine - design study	**New**	
Related to Redmine - Feature #1834: Threaded notes	**New**	**2008-08-29**
Related to Redmine - Feature #3058: Show issue history using tabs	**Closed**	**2009-03-26**

History

#1 - 2010-04-04 00:06 - Michael Ekstrand

What might such a summary look like?

#2 - 2013-04-09 17:12 - Dipan Mehta

I think there is good, deeper point on how issue history should be displayed on the issue.

It is true that if we see typically well discussed issue in Redmine, it is a huge trail of messages and across the life style. However, the presentation of how issue evolved (specially during specific phase) should be easily graspable.

Here are some concrete things we can do in the presentations:

1. Group notes outline based on status changes.

This is because, status is a fundamental outline the presentation could look like :

Status: Client Approval Phase *updated '100 days ago' by 'Alice'*

```
Update by ...
    " Note comes here"

Update by ...
    " Note comes here"
```

Status: Development Phase *updated '70 days ago' by 'Bob'*

```
Update by ...
    " Note comes here"

Update by ...
    " Note comes here"
```

Status: QA Phase *updated '20 days ago' by 'Danny'*

```
Update by ...
    " Note comes here"

Update by ...
```

```
            " Note comes here"
```

---

2. Nested notes for replies

```
Update by ...
    " Note comes here"


 Update by ...
        " Note comes here"
```

---

3. Distinguish Notes from updates

```
Issue Update by ...
      Field: x -> p
      Field: y -> q

Notes added by ...
    " Note comes here"
```

I think there can be many ideas on this. However, it is true that there is a strong need for improving outline of the issue page.

#3 - 2013-04-10 17:47 - Dipan Mehta

Add related [#1834](#1834)

#4 - 2013-04-10 21:07 - Dipan Mehta

Some more finer points:

1. Collapsible Phase Divs
One of the good reason why entire history should be divided in terms of phases (issue status transitions) -it's because issue status critically distinguish type of activities and related discussions. Also, we can have collapsible divs where one can hide the entire history and click to open only the phase you are interested in.
This way I can quickly jump to specific notes about *'What was discussed during specification phase'* or *'what were QA comments during testing'* etc.

2. Summarize issue (again) on status transition
When many custom fields are used to mark all very specific issue when moves from one phase to another - it is worth while to capture the snapshot at that time. This way I don't have to hunt which fields changed when in what order.
I can then quickly identify what was the explanation of *'root cause' and 'resolution' before the issue moved to (or entered in) the testing phase.*

3. List of associated people
Contributors, assigned, watchers with count. This can be on the top of the line of phase.

4. Tabs and/or filters
Different category of information can be divided in tab form or can be filtered to quickly find information we want. This division can be :

1. Notes,
2. Changes in custom fields
3. Time Tracking information
4. Associated revisions
5. Planning related fields (start-end dates and assignments)

5. High light things like priority changes

6. Simple graphical representations
Simple graphical representations might tell a good story - e.g.

1. how start-end dates have changed over time
2. number of comments or other issue activities over period of times
3. number of people worked over time and over different phases.
4. hours spent etc.
   Different phases can be marked as regions on the timeline

#5 - 2013-04-10 23:16 - Terence Mill

Great ideas!

For muchbetter usability +1

**Dipan Mehta wrote:

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#6 - 2016-06-08 15:46 - Go MAEDA

- Related to Feature #3058: Show issue history using tabs added

Files

statuschange_chaos.jpg	395 KB	2009-12-25		Aron Rotteveel