

Redmine - Feature #6971

Custom field related to Update / Notes

2010-11-24 20:37 - Maxim Krušina

Status:	New	Start date:	2010-11-24
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:	Custom fields	Estimated time:	0.00 hour
Target version:			
Resolution:			
Description			
Hi there,			
We would like to imlement some kind of Custommer Support via Redmine (I hope we can now develop some plugin inhouse). Anyway, this is basic functionality idea:			
<ul style="list-style-type: none">• Autmatic creacon of ticket - this will be done from webform via email ticket creation or by REST API• So we have ticket and we can work as usuall.• We'll add custom field like "Customer email" - this will be used for replying• What we need is to add some way to send asnwrs to our cliens. My basic idea is to create simillar input like Notes - when updating. There will be two long texts: Notes - work as usuall, for internal redmine "chat", and Client answer - when filled, it will send an answer to client.			
Is this possible or it should be developed completely as plugin?			
Thanks for reactions maxim			

History

#1 - 2010-11-25 12:13 - Sepp _

I might also use it if you develop and pushlish it as plugin.

#2 - 2011-03-23 12:00 - Toshi MARUYAMA

- Category set to Custom fields

#3 - 2011-10-03 15:45 - Etienne Massip

- Subject changed from Custim field releated to Update / Notes to Custom field releated to Update / Notes

Typo.