Infrastructure - Task #380

Implement script to poke slow ticket closers

2010-03-16 20:23 - Dave Vieglais

Status:	Closed	**Start date:**	
Priority:	High	**Due date:**	
Assignee:	Dave Vieglais	**% Done:**	100%
Category:	Support Operations	**Estimated time:**	0.00 hour
Target version:			
Milestone:	None	**Story Points:**	
Product Version:	*		

Description

Implement a script that pulls old tickets from the trac xmlrpc interface and sends out reminders to the ticket owners.

- Should be a single email containing convenient links to old tickets
- Include basic instruction on how to effectively resolve the ticket
- Group tickets by category
- OK to ignore old tickets that were modified recently (still active)

History

#1 - 2010-08-04 03:16 - Dave Vieglais

- Status changed from New to Closed