

Infrastructure - Task #783

Enable ticket templates to reduce field clutter for tickets

2010-08-12 15:52 - 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:	General Operations	Story Points:	
Milestone:	None		
Product Version:	*		
Description			
Tickets have lots of fields which aren't appropriate for all ticket types and setting default values for fields can be annoying.			
Install http://trac-hacks.org/wiki/TracTicketTemplatePlugin and see if it helps.			

History

#1 - 2010-08-12 16:00 - Dave Vieglais

Plugin doesn't offer the desired functionality - appears to useful only for inserting description templates on a per ticket type basis.