

Bugs & Wish list

Adding relationships between tracker items and/or tasks (ex.: for use in a Gantt chart) | Tiki Wiki CMS

Groupware :: Development

Adding relationships between tracker items and/or tasks (ex.: for use in a Gantt chart)

Status

✖ Closed

Subject

Adding relationships between tracker items and/or tasks (ex.: for use in a Gantt chart)

Version

2.x

Category

- Feature request

Feature

Trackers

Task

Resolution status

Fixed or Solved

Submitted by

Marc Laporte

Lastmod by

Xavier de Pedro, Marc Laporte

Rating

★ ★ ★ ★ ★ (0) ?

Related-to

- ✖ Gantt charts
- ✖ Gantt charts

Description

Various tracker items can be linked

- Must be finished before
- Father-Son
- Duplicate of
- etc

Solution

See also notes on current effort to have some PluginGanttChart here:
jQuery Gantt editor

Importance

3

Easy to solve?

3

Priority

9

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tiki.org

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

Please demonstrate your bug on show.tikiwiki.org

Version: 18.x ▼

Ticket ID

1694

Created

Sunday 13 April, 2008 00:25:26 GMT-0000

by Unknown

LastModif

Sunday 16 July, 2017 16:19:01 GMT-0000

Comments



zzxc 13 Apr 08 02:38 GMT-0000

I have been thinking about using a feature like this to track user support issues on support.mozilla.com. To do this, we would need to be able to link tracker items together, as well as link tracker items to articles and forum topics.

Each support case in the forum and in live chat will be treated as a ticket. In the case of live chat, the chat server will store the ticket information (uuid, helper name, question, visitor name, tags, date/time, links to existing articles/forum topics/tracker items, comments, chat log) on a HTTP server, to be downloaded and turned into a ticket by an automated php script.

Each ticket will be linked to an "issue", another tracker item that will serve as a central discussion point for a particular problem. An issue, for example, might be "No sound in Vista even though Firefox is unmuted in the volume mixer." The issue will allow contributors to add comments and plan KB articles, linking related articles to the issue itself. Ideally, the issue would be able to list all the attached "tickets", forum posts and articles.

In addition to the linking, we need powerful searching to allow people to find "issues" to link tickets and forum topics to. We want contributors to file tickets on-the-fly, directly from the live chat software with one click. To make this work effectively, we will need to make the tiki search suggest items while the user types, instead of filling out and submitting a query form. The search will be the standard search based on the tracker fields initially; hopefully the search can be expanded to search terms in items attached to the issue, to improve accuracy.

Additionally, end users will be able to use the UUID given to them as the ticket number and look up updated information. Instead of seeing the full tracker item that contributors see, the user will see only: 1) some basic information about the ticket 2) comments on the ticket itself 3) the contents of a "public whiteboard" field on the issue associated with the ticket, and 4) an interface to leave comments on the ticket. There should be an easy way for contributors looking at the issue to see if there are new comments on attached tickets and forum posts.

In addition to linking tickets and issues, we will likely be tracking individual symptoms ("crashing", "wontstart") and solutions ("newprofile", "reinstalljava") with each issue. These may be in the form of categories, tags, or additional tracker items linked to the issue. We might also want to attach related

issues to form a "cloud" of related issues.

We also want to use the issue tracker to track new article requests and requests to fix existing articles. For these cases, we need the ability to link articles to tracker items. Ideally, related tracker items would be listed to contributors on each article, and contributors could file a new tracker item from the article toolbox. An example of such a tracker item would be "Update articles for Places in Firefox 3", which would be attached to all bookmarks-related article that need updated.

The goal of this is to allow contributors to see at a glance the impact of a particular issue. If a lot of people are seeing a certain crash, QA can investigate by looking at related chat logs, forum posts, and comments from contributors at a glance. Users benefit because multiple helpers aren't trying to troubleshoot problems independently. Additionally, users will be able to keep track of their tickets, and other helpers in live chat, the forums and IRC can get involved without having to ask the user for a complete re-explanation.



sylvie greverend 13 Apr 08 12:09 GMT-0000

- A item link / list field can do a lot of job about the links
- A link to a forum can be done withn a textarea
- an UUID can be done with a autoincrement/itemId field
- symptoms in a drop down field
- TRACKERFILTER can be use for a better filtering
- must be finished before can be a date field. what happens to the item after? (I have on my list 'an item change status after n days')
- missing a field tag

Every thing is documented on doc.tw.org

I am sure that the tracker if well used can offer a lot of help today



Marc Laporte 17 May 12 17:04 GMT-0000

See: Relations Tracker Field

Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at

<https://dev.tiki.org/item1694-Adding-relationships-between-tracker-items-and-or-tasks-ex-for-use-in-a-Gantt-chart>