Opt-in Features in Orange Tracker

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Opt-in Features

There are two opt-in features available for projects in Orange Tracker. To opt in, the Project Lead must submit a jira request to help@syr.edu. These features are available on a project by project basis.

Quote-stripping

This feature will strip out all previous text when you reply to OT emails.

Auto-transitions

There are two auto-transitions available:

"Waiting for feedback" to "Open"	If the reporter replies to the issue, it will automatically transition from "Waiting for feedback" to "Open".
"Closed" to "Open"	If the reporter replies to the issue, it will automatically transition from "Closed" to "Open".

Your project may opt-in to one or both of these.