RT tickets and email notification

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Question(s)

- I have created an RT ticket in a queue. Will anyone get an automatic email message? Who will get an email message?
- I have moved an RT ticket into a queue. Will anyone get an automatic email message? Who will get an email message?

Visit these articles to find out:

- [hd:Which email goes to which queue in Request Tracker ?]
- Who receives email notification during Ticket progress?

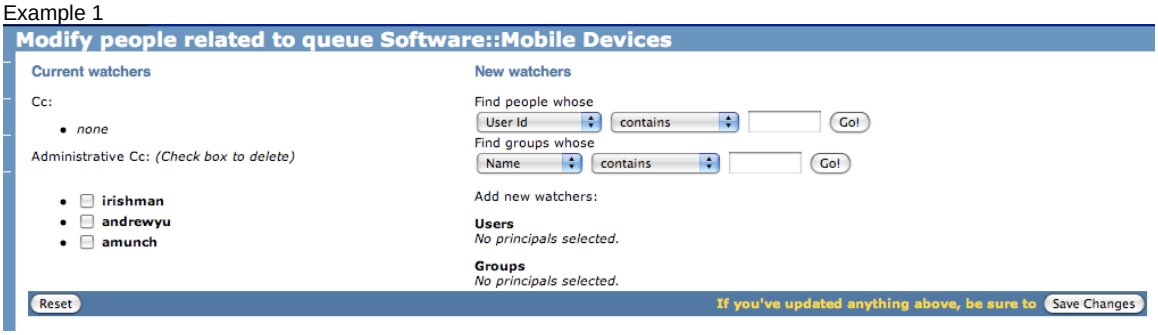
Context

Tickets and queues in RT on help.mit.edu

Solution

The process is a bit slow, but if you have the ability to view the "Configuration" tab (https://help.mit.edu/Admin/Queues/), you can click on each queue in question and look at that queue's Watcher list. Watchers may be individual email addresses (Example 1) or mailing lists (Example 2).

Example 1



Example 2

