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OpenStack Support from Microland.

Sanal A R

To: Shiva Kumar; Pankaj Purohit; Lync Testing; Madhusudhana Katla Chekke; Ankur Choudhary1

Cc: Biswajit Kar

Wednesday, April 04, 2018 11:27 AM

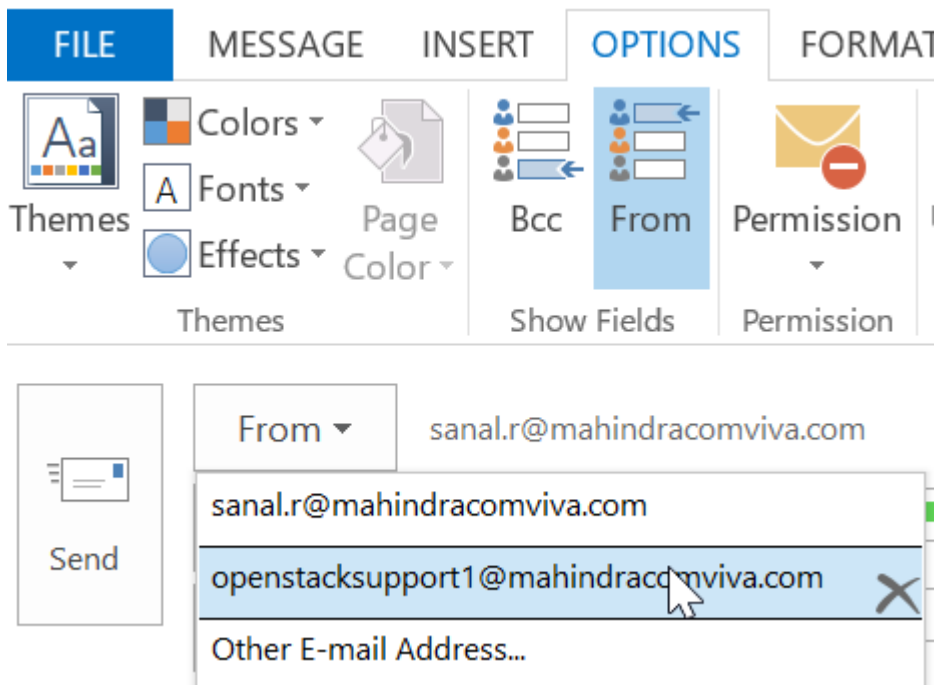
Hi Team,

This is to inform you that, Microland team has configured SmartCenter ticketing tool for auto-generating the tickets based on the email.

Now, this tool will accept mail from our generic ID “opentsacksupport1@mahindracomviva.com” and it will create the tickets in the system. So we have to send email from opentsacksupport1@mahindracomviva.com to comvivaaautoticket@microlandsmartcenter.com

You don't need to configure a new outlook account for this, you can simply follow the below steps.

1. Compose a new mail
2. Go to Options
3. Select From
4. In the mail, “From” box will appear and you can choose “openstacksupport1”
5. “TO” address comvivaaautoticket@microlandsmartcenter.com



Thanks & Regards,
Sanal Radhakrishnan