

## Infrastructure - Task #224

### Can we setup e-mail generation of a Ticket

2010-02-04 15:20 - Mike Frame

<b>Status:</b>	Closed	<b>Start date:</b>	
<b>Priority:</b>	High	<b>Due date:</b>	
<b>Assignee:</b>	Dave Vieglais	<b>% Done:</b>	100%
<b>Category:</b>	Management	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	CCI-0.3 Deployed	<b>Story Points:</b>	
<b>Milestone:</b>	None		
<b>Product Version:</b>	*		

**Description**

Could people simply send an e-mail to [support@dataone.org](mailto:support@dataone.org) and a ticket is automatically generated and developed.

#### History

##### #1 - 2010-02-04 15:28 - Dave Vieglais

- Status changed from New to Closed

Technically it can be done, but I suspect it would be best for people to take responsibility for checking that the ticket does not already exist, and that the appropriate fields are filled out. Last thing we all need to be doing is dealing with lots of duplicates.

I do however, have a tool that will send a bunch of tickets recorded in a Google Sheet to the ticket system. This is especially useful for collecting risks, tasks, enhancements etc that might appear during a meeting.

Unfortunately it is not ready for deployment (yet).