

Send Email from Service Suite

Use this article when a Service Suite workflow needs to send email through an approved mail provider or internal SMTP path.

What changed in this article

- Updated the email article around approved Service Suite email workflows and mail-provider controls.
- Added checks for SMTP/API endpoint, authentication, sender ownership, recipient controls, TLS, rate limits, retry behavior, and audit logging.
- Added guidance to avoid hard-coded passwords, personal mailboxes, and sensitive test data in email content.

Validation workflow

1. Confirm the approved mail provider, sender identity, recipient list, and allowed test data before sending email.
2. Validate authentication, TLS, request payload, response status, and retry/error behavior in a controlled run.
3. Review logs and received messages without exposing passwords, tokens, or sensitive customer data.

Review note: This page now treats email sending as an integration with data-transmission risk controls.

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If you have feedback on this topic, contact documentation@appvance.ai.

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