

Test inbound mail with cc and attachments

30/04

Ticket ID	349
Ticket Ref	PHQY-8179-HBPR
Urgency	1
Status	Awaiting Agent
Department	Sales
Language	English
Labels	• edt • pass • tested
Created	Mon, 18th Mar 2024 2:23pm
User	McTester , organisation 26/03 <mctester@test.com>
Agent	Agent 007 best test
Team	Support
Followers	General Admin , General Agent , Kiril Polikarpov
Single-line Text	
Multi-line Text	
Toggle	None
Date	
Date & Time	Tue, 30th Apr 2024 6:01am
Display	

My First Heading

My first paragraph.

URL
single

Multi

checkbox

Radio

SLAs

- sla 22 april : Failed Mon, 18th Mar 2024 2:23pm

Message #1

By Alberto de la Rivaherrera at Mon, 18th Mar 2024 2:23pm

asdadsf

Note #2

By Test agent 14 james1 at Mon, 18th Mar 2024 2:23pm

Trigger new ticket 04/03

Note #3

By Test agent 14 james1 at Mon, 18th Mar 2024 2:26pm

SLA WARNING 12/03

Note #4

By David Anjonrin-Ohu at Mon, 18th Mar 2024 2:26pm

test warning

Note #5

By Test agent 14 james1 at Mon, 18th Mar 2024 2:26pm

SLA 11/03 WARNING

Note #6

By Agent 007 best test at Mon, 18th Mar 2024 2:29pm

SLA 12/03 FAILED

Note #7

By General Agent at Mon, 18th Mar 2024 2:29pm

test fail

Note #8

By Test agent 14 james1 at Mon, 18th Mar 2024 2:29pm

SLA 11/03 FAILED

Note #9

By Mailer-daemon at Sat, 23rd Mar 2024 3:18pm

This is the mail system at host mail.uk.deskprotesting.com.

I'm sorry to have to inform you that your message could not be delivered to one or more recipients. It's attached below.

For further assistance, please send mail to postmaster.

If you do so, please include this problem report. You can delete your own text from the attached returned message.

The mail system

<mctester@test.com>: connect to test.com[34.224.149.186]:25: Connection timed out

Reporting-MTA: dns; mail.uk.deskprotesting.com

X-Postfix-Queue-ID: 9A751240DD4

X-Postfix-Sender: rfc822; smoke1@uk.deskprotesting.com

Arrival-Date: Mon, 18 Mar 2024 14:23:51 +0000 (UTC)

Final-Recipient: rfc822; mctester@test.com

Original-Recipient: rfc822;mctester@test.com

Action: failed

Status: 4.4.1

Diagnostic-Code: X-Postfix; connect to test.com[34.224.149.186]:25: Connection timed out

Note #10

By Saurav Batti change name at Thu, 28th Mar 2024 11:00am

Trigger update 26/03

Note #11

By Saurav Batti change name at Thu, 28th Mar 2024 11:00am

Trigger update 26/03

Note #12

By Saurav Batti change name at Thu, 28th Mar 2024 11:00am

Trigger update 26/03

Note #13 By Saurav Batti change name at Thu, 28th Mar 2024 11:00am

Trigger update 26/03

Note #14 By Saurav Batti change name at Thu, 28th Mar 2024 11:00am

Trigger update 26/03

Note #15 By Saurav Batti change name at Thu, 28th Mar 2024 11:00am

Trigger update 26/03

Note #16 By Saurav Batti change name at Thu, 28th Mar 2024 11:02am

Trigger update 26/03

Note #17 By Saurav Batti change name at Thu, 28th Mar 2024 11:02am

Trigger update 26/03

Note #18 By Saurav Batti change name at Thu, 28th Mar 2024 11:02am

Trigger update 26/03

Note #19 By Saurav Batti change name at Thu, 28th Mar 2024 11:02am

Trigger update 26/03

Message #20 By Test User at Tue, 30th Apr 2024 5:31am

Test inbound mail with cc and attachments 30/04 Test inbound mail with cc and attachments 30/04

Note #21 By General Agent at Tue, 30th Apr 2024 5:31am

new tkt trigger 22 april note edit note does not turn into reply 30/04

Note #22 By Jzz test at Tue, 30th Apr 2024 5:31am

update trigger 22 april

Note #23

By David Anjonrin-Ohu at Tue, 30th Apr 2024 5:34am

sla 22 aprril warning