

retretgr

Ticket ID	1706
Ticket Ref	SBVI-2072-MMGD
Brand	Default
Urgency	1
Status	Awaiting Agent
Department	Support
Language	English
Created	Mon, 3rd Jun 2024 11:18am
User	Test 12 user , 0222624neworg <tester.desk12@gmail.com>
Agent	Alberto de la Rivaherrera
Team	Support
Single-line Text	cngleIntxt
Date	
single sf	
SLAs	<ul style="list-style-type: none">• SLA 1: Failed Wed, 20th Nov 2024 7:23am• SLA 2: Passed Wed, 20th Nov 2024 7:23am• SLA 3: Passed Wed, 20th Nov 2024 7:23am• SLA 4: Passed Wed, 20th Nov 2024 7:23am• Sla automation 611: Failed Wed, 20th Nov 2024 7:23am

Message #1 By Test 12 user at Mon, 3rd Jun 2024 11:18am

vsvdsv

Note #2 By Saurav name change at Mon, 3rd Jun 2024 11:18am

Add new ticket trigger 13 may

Note #3 By Saurav name change at Wed, 20th Nov 2024 7:07am

Warning Sla automation 611

Note #4

By Saurav name change at Wed, 20th Nov 2024 7:11am

Failure Sla automation 611

Message #5

By Agent 007 test test at Wed, 20th Nov 2024 7:23am

this is the mass reply

Note #6

By Agent 007 test test at Wed, 20th Nov 2024 7:23am

IG reply !!!

Note #7

By Agent 007 test test at Wed, 20th Nov 2024 7:23am

This note should not appear

Message #8

By Jazz Goconchge at Fri, 22nd Nov 2024 8:11am

send mss reply text

Note #9

By Agent 007 test test at Fri, 22nd Nov 2024 8:11am

IG reply !!!

Note #10

By Agent 007 test test at Fri, 22nd Nov 2024 8:11am

This note should not appear