xzfxv

Ticket ID	1798
Ticket Ref	JTAS-4161-TBHC
Brand	Default
Urgency	1
Status	Awaiting Agent
Department	Sales
Language	English

Labels

- edt
- pass
- test

Created	Tue, 30th Apr 2024 8:08am
User	Test 12 user , 0222624neworg <tester.desk12@gmail.com>
Agent	No agent assigned
Team	Teams 14 feb
Followers	General Admin
User Number	345

SLAs

- SLA 1: Failed Tue, 30th Apr 2024 8:16am
- SLA 2: Failed Tue, 30th Apr 2024 8:16am
- SLA 3: Passed Tue, 30th Apr 2024 8:16am
- SLA 4: Passed Tue, 30th Apr 2024 8:16am
- Sla automation 611: Failed Tue, 30th Apr 2024 8:16am

Note #1   By General Agent at Tue, 30th Apr 2024 8:08am

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new tkt trigger 22 april note

Note #2   By Jzz test do not delete pls at Tue, 30th Apr 2024 8:08am

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update trigger 22 april

Note #3   By Test agent14 at Tue, 30th Apr 2024 8:08am

Trigger new ticket 30/04

Note #4   By Agent 007 test test at Tue, 30th Apr 2024 8:10am

Trigger UPDATE 30/04

Note #5   By David Anjonrin-Ohu at Tue, 30th Apr 2024 8:10am

sla 22 aprril warning

Note #6   By Test agent14 at Tue, 30th Apr 2024 8:10am

SLA 30/04 WARNING

Note #7   By David Anjonrin-Ohu at Tue, 30th Apr 2024 8:10am

SLA MANUAL 30/04 WARNING

Note #8   By Agent 007 test test at Tue, 30th Apr 2024 8:11am

Trigger UPDATE 30/04

Note #9   By Agent 007 test test at Tue, 30th Apr 2024 8:14am

SLA 30/04 FAIL

Note #10   By General Agent at Tue, 30th Apr 2024 8:14am

sla 22 aprril fail

Message #11   By Agent 007 test test at Tue, 30th Apr 2024 8:16am

Test test test test test test

Note #12	By Alberto de la Rivaherrera at Tue, 30th Apr 2024 8:16am

tkt reply trigger 22 april

Note #13	By Saurav name change at Tue, 30th Apr 2024 8:16am

Trigger new reply 30/04

Note #14	By Agent 007 test test at Tue, 30th Apr 2024 8:18am

Trigger UPDATE 30/04

Note #15	By Agent 007 test test at Tue, 30th Apr 2024 8:18am

Trigger UPDATE 30/04

Note #16	By Agent 007 test test at Tue, 30th Apr 2024 8:18am

Trigger UPDATE 30/04

Note #17	By Agent 007 test test at Tue, 30th Apr 2024 8:18am

Trigger UPDATE 30/04

Note #18	By Agent 007 test test at Tue, 30th Apr 2024 8:18am

Trigger UPDATE 30/04

Note #19   By Agent 007 test test at Tue, 30th Apr 2024 8:18am

Trigger UPDATE 30/04

Note #20   By Agent 007 test test at Tue, 30th Apr 2024 8:18am

Trigger UPDATE 30/04

Note #21   By Agent 007 test test at Tue, 30th Apr 2024 8:19am

Trigger UPDATE 30/04

Note #22   By Agent 007 test test at Tue, 30th Apr 2024 8:19am

Trigger UPDATE 30/04

Note #23   By Saurav name change at Tue, 30th Apr 2024 8:21am

esc 22 april

Note #24   By Agent 007 test test at Tue, 30th Apr 2024 9:45am

Trigger UPDATE 30/04

Note #25   By Agent 007 test test at Tue, 30th Apr 2024 9:45am

Trigger UPDATE 30/04

Note #26   By Agent 007 test test at Tue, 30th Apr 2024 9:47am

Trigger UPDATE 30/04

Note #27   By Agent 007 test test at Tue, 30th Apr 2024 9:47am

Trigger UPDATE 30/04

Message #28	By Test 12 user at Tue, 9th Jul 2024 6:44am

test inbound mail 907 using cc and attachment

Note #29	By Saurav name change at Tue, 9th Jul 2024 6:44am

Add new ticket trigger 13 may

Note #30	By Saurav name change at Tue, 9th Jul 2024 6:46am

Trigger Update 03/06

Note #31	By Saurav name change at Tue, 9th Jul 2024 6:46am

Trigger update 19/06

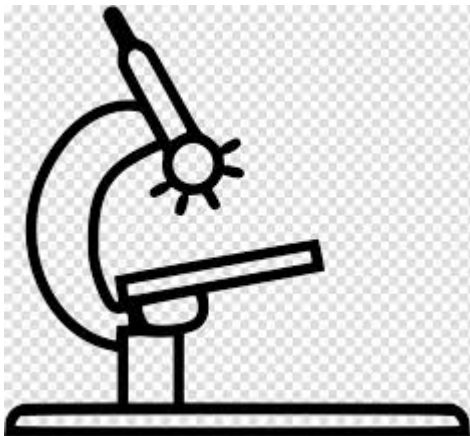| Note #32	By Agent 007 test test at Tue, 9th Jul 2024 6:46am

Trigger Update 02/07

Message #33	By Saurav name change at Tue, 9th Jul 2024 6:46am

test outbound mail 7/09

Test signature

Note #34	By Saurav name change at Tue, 9th Jul 2024 6:46am

Trigger New reply 03/06

Note #35   By Saurav name change at Tue, 9th Jul 2024 6:46am

Trigger new reply 19/06

Note #36   By Saurav name change at Tue, 9th Jul 2024 6:46am

Trigger New Reply 02/07

Note #37   By Saurav name change at Tue, 9th Jul 2024 7:53am

Trigger Update 03/06

Note #38   By Saurav name change at Tue, 9th Jul 2024 7:53am

Trigger update 19/06

Note #39   By Agent 007 test test at Tue, 9th Jul 2024 7:53am

Trigger Update 02/07

Note #40   By Saurav name change at Tue, 9th Jul 2024 7:53am

Trigger Update 03/06

Note #41   By Saurav name change at Tue, 9th Jul 2024 7:53am

Trigger update 19/06

Note #42   By Agent 007 test test at Tue, 9th Jul 2024 7:53am

Trigger Update 02/07

Note #43   By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger Update 03/06

Note #44 | By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger update 19/06

Note #45 | By Agent 007 test test at Tue, 9th Jul 2024 7:54am

Trigger Update 02/07

Note #46 | By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger Update 03/06

Note #47 | By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger update 19/06

Note #48 | By Agent 007 test test at Tue, 9th Jul 2024 7:54am

Trigger Update 02/07

Note #49 | By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger Update 03/06

Note #50 | By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger update 19/06

Note #51 | By Agent 007 test test at Tue, 9th Jul 2024 7:54am

Trigger Update 02/07

Note #52 | By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger Update 03/06

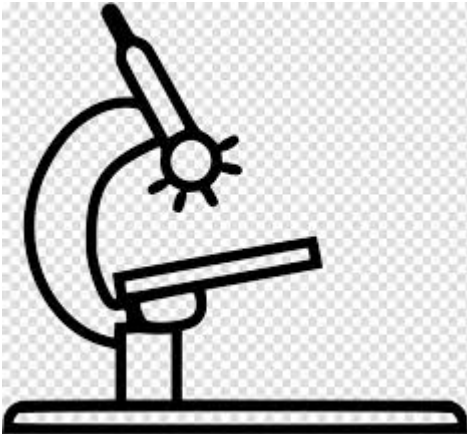Note #53   By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger update 19/06

Note #54   By Agent 007 test test at Tue, 9th Jul 2024 7:54am

Trigger Update 02/07

Note #55   By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger Update 03/06

Note #56   By Saurav name change at Tue, 9th Jul 2024 7:54am

Trigger update 19/06

Note #57   By Agent 007 test test at Tue, 9th Jul 2024 7:54am

Trigger Update 02/07

Message #58   By Saurav name change at Tue, 9th Jul 2024 7:59am

STATUS FROM REPLY BOX

Test signature

Note #59	By Saurav name change at Tue, 9th Jul 2024 8:15am

Trigger Update 03/06

Note #60	By Saurav name change at Tue, 9th Jul 2024 8:15am

Trigger update 19/06

Note #61	By Agent 007 test test at Tue, 9th Jul 2024 8:15am

Trigger Update 02/07

Note #62	By Saurav name change at Tue, 9th Jul 2024 8:17am

Trigger Update 03/06

Note #63	By Saurav name change at Tue, 9th Jul 2024 8:18am

Trigger Update 03/06

Note #64	By Saurav name change at Tue, 9th Jul 2024 8:18am

Trigger update 19/06

Note #65	By Agent 007 test test at Tue, 9th Jul 2024 8:18am

Trigger Update 02/07

Note #66   By Saurav name change at Tue, 9th Jul 2024 8:20am

Trigger Update 03/06

Note #67   By Saurav name change at Tue, 9th Jul 2024 8:20am
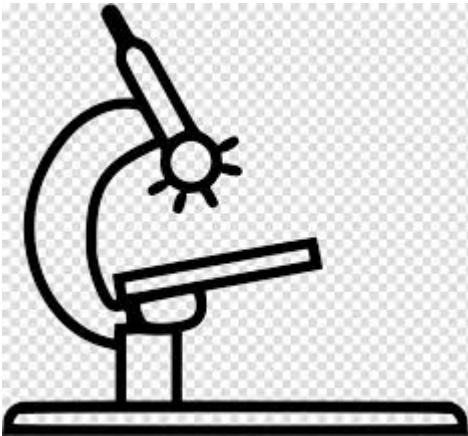
Trigger update 19/06

Note #68   By Agent 007 test test at Tue, 9th Jul 2024 8:20am

Trigger Update 02/07

Message #69   By Saurav name change at Tue, 9th Jul 2024 8:20am

test

Test signature

Note #70   By Saurav name change at Tue, 9th Jul 2024 8:20am

Trigger New reply 03/06

Note #71   By Saurav name change at Tue, 9th Jul 2024 8:20am

Trigger new reply 19/06

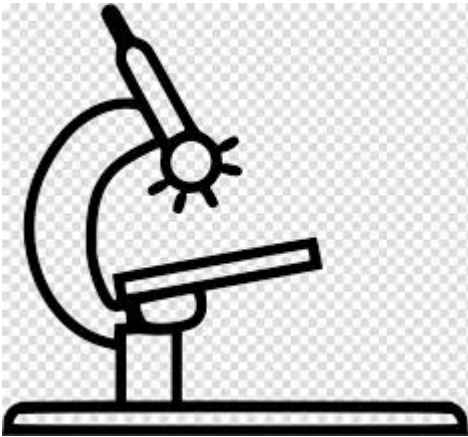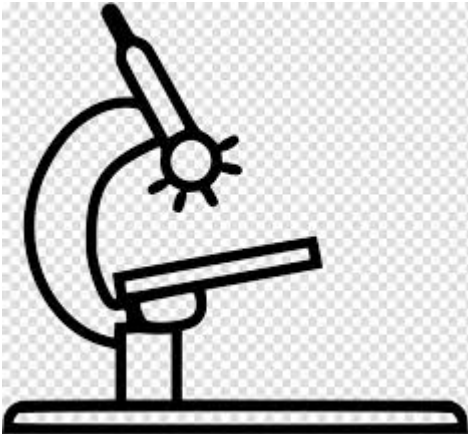Note #72   By Saurav name change at Tue, 9th Jul 2024 8:20am

Trigger New Reply 02/07

Message #73   By Saurav name change at Tue, 9th Jul 2024 8:21am

can change agent

Test signature

Note #74   By Saurav name change at Tue, 9th Jul 2024 8:21am

Trigger New reply 03/06

Note #75   By Saurav name change at Tue, 9th Jul 2024 8:21am

Trigger new reply 19/06

Note #76   By Saurav name change at Tue, 9th Jul 2024 8:21am

Trigger New Reply 02/07

Message #77   By Saurav name change at Tue, 9th Jul 2024 8:21am

test ewdgs

Test signature

Note #78	By Saurav name change at Tue, 9th Jul 2024 8:21am

Trigger New reply 03/06

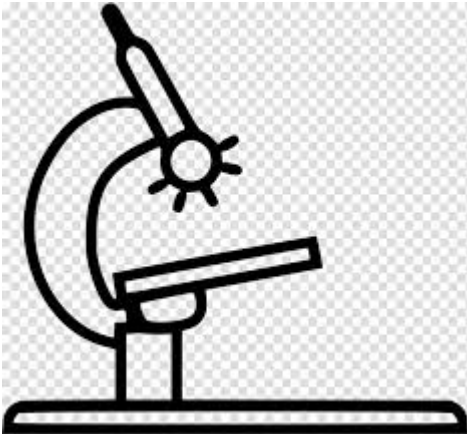| Note #79	By Saurav name change at Tue, 9th Jul 2024 8:21am

Trigger new reply 19/06

Note #80	By Saurav name change at Tue, 9th Jul 2024 8:21am

Trigger New Reply 02/07

Message #81	By Saurav name change at Tue, 9th Jul 2024 8:22am

can change team

Test signature

Note #82	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger New reply 03/06

Note #83	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger new reply 19/06

Note #84	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger New Reply 02/07

Message #85	By Saurav name change at Tue, 9th Jul 2024 8:22am

can change status

Test signature
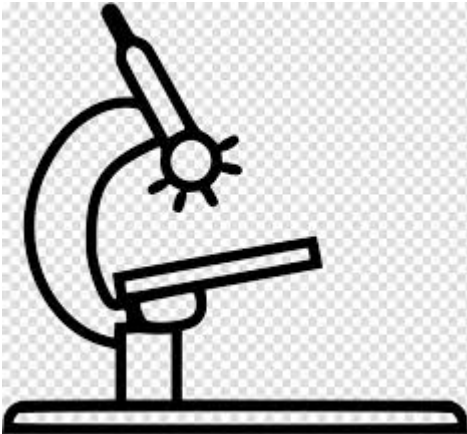
Note #86	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger New reply 03/06

Note #87	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger new reply 19/06

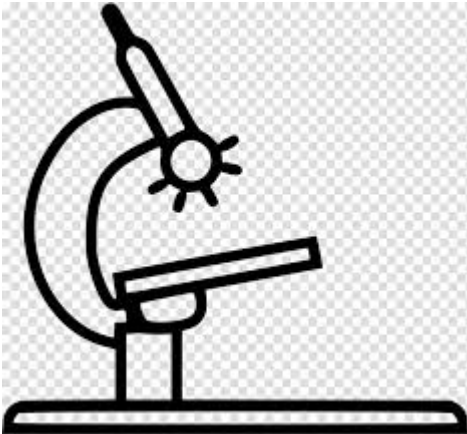|	
Note #88	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger New Reply 02/07

Message #89	By Saurav name change at Tue, 9th Jul 2024 8:22am

can change close drop down

Test signature

Note #90	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger New reply 03/06

Note #91	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger new reply 19/06

Note #92	By Saurav name change at Tue, 9th Jul 2024 8:22am

Trigger New Reply 02/07

Message #93	By Test 12 user at Tue, 9th Jul 2024 9:48am

can user response

Note #94	By Saurav name change at Tue, 9th Jul 2024 9:48am

Trigger New reply 03/06

Note #95	By Saurav name change at Tue, 9th Jul 2024 9:48am

Trigger new reply 19/06

Note #96	By Saurav name change at Tue, 9th Jul 2024 9:48am

Trigger New Reply 02/07

Message #97   By Saurav name change at Mon, 29th Jul 2024 5:57am

Test this is a mass reply 29/07

Note #98   By Saurav name change at Mon, 29th Jul 2024 5:57am

Trigger New reply 03/06

Note #99   By Saurav name change at Mon, 29th Jul 2024 5:57am

Trigger new reply 19/06

Note #100   By Saurav name change at Mon, 29th Jul 2024 5:57am

Trigger New Reply 02/07

Note #101   By Agent 007 test test at Mon, 29th Jul 2024 5:57am

Trigger new reply 15/07

Note #102   By Saurav name change at Mon, 29th Jul 2024 5:57am

Trigger 22/07 New reply

Note #103   By Agent 007 test test at Mon, 29th Jul 2024 5:57am

New reply trigger 2907

Note #104   By Saurav name change at Mon, 29th Jul 2024 6:03am

Trigger Update 03/06

Note #105   By Saurav name change at Mon, 29th Jul 2024 6:03am

Trigger update 19/06

Note #106   By Agent 007 test test at Mon, 29th Jul 2024 6:03am

Trigger Update 02/07

Note #107   By Agent 007 test test at Mon, 29th Jul 2024 6:03am

Trigger Update 15/07

Note #108   By Saurav name change at Mon, 29th Jul 2024 6:03am

Trigger 22/07 Update

Note #109   By Saurav name change at Mon, 29th Jul 2024 6:03am

Update trigger 2907

Message #110   By Test 12 user at Fri, 17th Jan 2025 5:48am

dsfdf

Note #111   By James Godwin at Fri, 17th Jan 2025 5:48am

IS

Note #112   By Saurav name change at Fri, 17th Jan 2025 5:50am

Warning Sla automation 611

Note #113   By Saurav name change at Fri, 17th Jan 2025 5:54am

Failure Sla automation 611