

asdf132

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|--------------------------|--|
| Ticket ID | 1753 |
| Ticket Ref | XYFP-0570-BYUN |
| Brand | Default |
| Urgency | 1 |
| Status | Awaiting Agent |
| Department | Support |
| Language | English |
| Created | Thu, 6th Jun 2024 11:50am |
| User | Test 12 user , 0222624neworg <tester.desk12@gmail.com> |
| Agent | Jazz Goconlettterr |
| Team | Team 13 may |
| 112624singlelineetxfield | fghfghfgh |
| 112624datefield | Sat, 27th Jan 2024 |
| 112624selectfield | z |
| SLAs | <ul style="list-style-type: none">• SLA 1: Failed Thu, 6th Jun 2024 11:50am• SLA 2: Failed Thu, 6th Jun 2024 11:50am• SLA 3: Failed Thu, 6th Jun 2024 11:50am• SLA 4: Passed Thu, 6th Jun 2024 11:50am• Sla automation 611: Failed Thu, 6th Jun 2024 11:50am |

Note #1 By Saurav name change at Thu, 6th Jun 2024 11:50am

Add new ticket trigger 13 may

Message #2 By Test 12 user at Thu, 6th Jun 2024 11:50am

Test user reply creates a duplicate message

Note #3 By Saurav name change at Thu, 6th Jun 2024 11:50am

Trigger New reply 03/06

Note #4

By Saurav name change at Fri, 7th Jun 2024 6:01am

Trigger Update 03/06

Note #5

By Saurav name change at Fri, 7th Jun 2024 6:01am

Trigger Update 03/06

Note #6

By Saurav name change at Fri, 7th Jun 2024 6:07am

Trigger Update 03/06

Note #7

By Saurav name change at Fri, 7th Jun 2024 6:07am

Trigger Update 03/06

Note #8

By Saurav name change at Fri, 7th Jun 2024 6:08am

Trigger Update 03/06

Note #9

By Saurav name change at Fri, 7th Jun 2024 6:11am

Trigger Update 03/06

Message #10

By Jazz Goconleterr at Mon, 10th Jun 2024 6:59am

reply

Note #11

By Saurav name change at Mon, 10th Jun 2024 6:59am

Trigger New reply 03/06

Message #12

By Test 12 user at Mon, 23rd Dec 2024 4:29am

dgdg

Note #13

By Saurav name change at Mon, 23rd Dec 2024 4:31am

Warning Sla automation 611

Note #14

By Saurav name change at Mon, 23rd Dec 2024 4:35am

Failure Sla automation 611