

Ticket ID	1068
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Ticket Ref	JCZD-0451-RWSG
Brand	Brand 22/07
Urgency	7
Status	Awaiting Agent
Department	Support
Language	English
Labels	<ul style="list-style-type: none"><li>• <a href="#">edt</a></li></ul>
Created	Mon, 22nd Apr 2024 4:29am
User	Test , 0222624neworg <tester.desk12@gmail.com>
Agent	David Anjonrin-Ohu
Team	Teams 14 feb
Followers	Ash Dawson , David Anjonrin-Ohu
Single-line Text	
Date	Tue, 6th Aug 2024
SLAs	<ul style="list-style-type: none"><li>• SL 1: Passed Mon, 5th Aug 2024 5:57am</li><li>• SL 2: Passed Mon, 5th Aug 2024 5:57am</li><li>• SL 3: Passed Mon, 5th Aug 2024 5:57am</li><li>• SL 4: Passed Mon, 5th Aug 2024 5:57am</li><li>• SLA 30/07: Passed Mon, 5th Aug 2024 5:57am</li><li>• SLA 05/08: Passed Mon, 5th Aug 2024 5:57am</li></ul>

Message #1 By Test at Mon, 22nd Apr 2024 4:29am

Test inbound mail using cc and attachments 22/04

Message #2 By Test at Mon, 5th Aug 2024 5:56am

Test inbound mail using cc and attachments 05/08Test inbound mail using cc and attachments 05/08Test inbound mail using cc and  
attachments 05/08Test inbound mail using cc and attachments 05/08Test inbound mail using cc and attachments 05/08Test  
inbound mail using cc and attachments 05/08Test inbound mail using cc and attachments 05/08Test inbound mail using cc and  
attachments 05/08Test inbound mail using cc and attachments 05/08Test inbound mail using cc and attachments 05/08Test  
inbound mail using cc and attachments 05/08.

Note #3 By Jessica Walter at Mon, 5th Aug 2024 5:56am

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[Send WhatsApp Message] Trigger did not execute successfully. Incorrect Channel used for the action

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Note #4

By Jessica Walter at Mon, 5th Aug 2024 5:56am

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[Send WhatsApp Message] Trigger did not execute successfully. Incorrect Channel used for the action

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Note #5

By Jessica Walter at Mon, 5th Aug 2024 5:56am

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[Send WhatsApp Message] Trigger did not execute successfully. Incorrect Channel used for the action

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Note #6

By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:56am

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New ticket triggr 2907

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Note #7

By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:56am

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Trigger new ticket 30/07

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Note #8

By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:56am

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Trigger update 30/07

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Note #9

By Agent 007 change at Mon, 5th Aug 2024 5:56am

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This is NOT Deskpro QA On-prem Test

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Message #10

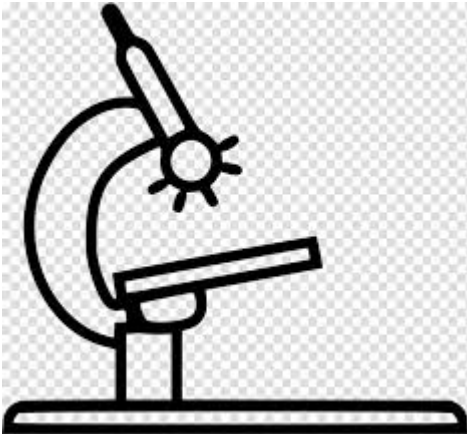
By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:57am

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Test outbound ticket with cc and attachments 05/08

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Test signature



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Note #11

By Agent 007 change at Mon, 5th Aug 2024 5:57am

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New reply trigger 2907

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Note #12

By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:57am

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Trigger new reply 30/07

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Note #13

By Agent 007 change at Mon, 5th Aug 2024 5:57am

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Note from reply

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Note #14

By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:57am

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edit note does not turn into reply 05/08

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Note #15

By Test agent 14 at Mon, 5th Aug 2024 5:57am

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This is NOT QA - Test - QA

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Note #16

By Test agent 14 at Mon, 5th Aug 2024 5:57am

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New Reply 05/08

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Note #17

By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:58am

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Test note with @Agent 007 change Mention

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Note #18 By Agent 007 change at Mon, 5th Aug 2024 5:58am

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New reply trigger 2907

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Note #19 By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:58am

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Trigger new reply 30/07

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Note #20 By Agent 007 change at Mon, 5th Aug 2024 5:58am

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Note from reply

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Note #21 By Saurav Batti QA test change name at Mon, 5th Aug 2024 5:58am

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IG reply note

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Note #22 By Test agent 14 at Mon, 5th Aug 2024 5:58am

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This is NOT QA - Test - QA

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Note #23 By Test agent 14 at Mon, 5th Aug 2024 5:58am

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New Reply 05/08

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Note #24 By Agent 007 change at Mon, 5th Aug 2024 6:01am

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Trigger Update 02/07

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Note #25 By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:01am

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Update trigger 2907

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Note #26 By Test agent 14 at Mon, 5th Aug 2024 6:01am

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Trigger Update 05/08

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Note #27	By Agent 007 change at Mon, 5th Aug 2024 6:03am
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Esc 2907 test

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Note #28	By Test agent 14 at Mon, 5th Aug 2024 6:03am
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Escalation 05/08

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Note #29	By Agent 007 change at Mon, 5th Aug 2024 6:19am
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Trigger Update 02/07

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Note #30	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:19am
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Update trigger 2907

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Note #31	By Test agent 14 at Mon, 5th Aug 2024 6:19am
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Trigger Update 05/08

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Note #32	By Agent 007 change at Mon, 5th Aug 2024 6:19am
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Trigger Update 02/07

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Note #33	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:19am
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Update trigger 2907

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Note #34	By Test agent 14 at Mon, 5th Aug 2024 6:19am
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Trigger Update 05/08

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Note #35	By Agent 007 change at Mon, 5th Aug 2024 6:19am
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Trigger Update 02/07

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Note #36	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:19am
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Update trigger 2907

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Note #37	By Test agent 14 at Mon, 5th Aug 2024 6:19am
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Trigger Update 05/08

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Note #38	By Agent 007 change at Mon, 5th Aug 2024 6:19am
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Trigger Update 02/07

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Note #39	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:19am
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Update trigger 2907

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Note #40	By Test agent 14 at Mon, 5th Aug 2024 6:19am
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Trigger Update 05/08

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Note #41	By Agent 007 change at Mon, 5th Aug 2024 6:20am
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Trigger Update 02/07

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Note #42	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:20am
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Update trigger 2907

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Note #43	By Test agent 14 at Mon, 5th Aug 2024 6:20am
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Trigger Update 05/08

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Note #44	By Agent 007 change at Mon, 5th Aug 2024 6:21am
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Trigger Update 02/07

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Note #45	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:21am
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Update trigger 2907

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Note #46	By Test agent 14 at Mon, 5th Aug 2024 6:21am
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Trigger Update 05/08

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Note #47	By Agent 007 change at Mon, 5th Aug 2024 6:21am
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Trigger Update 02/07

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Note #48	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:21am
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Update trigger 2907

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Note #49	By Test agent 14 at Mon, 5th Aug 2024 6:21am
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Trigger Update 05/08

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Note #50	By Agent 007 change at Mon, 5th Aug 2024 6:22am
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Trigger Update 02/07

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Note #51	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:22am
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Update trigger 2907

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Note #52	By Test agent 14 at Mon, 5th Aug 2024 6:22am
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Trigger Update 05/08

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Note #53	By Agent 007 change at Mon, 5th Aug 2024 6:23am
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Trigger Update 02/07

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Note #54	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:23am
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Update trigger 2907

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Note #55	By Test agent 14 at Mon, 5th Aug 2024 6:23am
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Trigger Update 05/08

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Note #56	By Agent 007 change at Mon, 5th Aug 2024 6:25am
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Trigger Update 02/07

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Note #57	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:25am
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Update trigger 2907

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Note #58	By Test agent 14 at Mon, 5th Aug 2024 6:25am
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Trigger Update 05/08

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Note #59	By Agent 007 change at Mon, 5th Aug 2024 6:25am
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Trigger Update 02/07

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Note #60	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:25am
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Update trigger 2907

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Note #61	By Test agent 14 at Mon, 5th Aug 2024 6:25am
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Trigger Update 05/08

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Note #62	By Agent 007 change at Mon, 5th Aug 2024 6:26am
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Trigger Update 02/07

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Note #63	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:26am
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Update trigger 2907

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Note #64	By Test agent 14 at Mon, 5th Aug 2024 6:26am
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Trigger Update 05/08

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Note #65	By Agent 007 change at Mon, 5th Aug 2024 6:26am
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Trigger Update 02/07

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Note #66	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:26am
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Update trigger 2907

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Note #67	By Test agent 14 at Mon, 5th Aug 2024 6:26am
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Trigger Update 05/08

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Note #68	By Agent 007 change at Mon, 5th Aug 2024 6:28am
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Trigger Update 02/07

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Note #69	By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:28am
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Update trigger 2907

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Note #70	By Test agent 14 at Mon, 5th Aug 2024 6:28am
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Trigger Update 05/08

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Note #71	By Agent 007 change at Mon, 5th Aug 2024 6:29am
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Trigger Update 02/07

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Note #72

By Saurav Batti QA test change name at Mon, 5th Aug 2024 6:29am

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Update trigger 2907

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Note #73

By Test agent 14 at Mon, 5th Aug 2024 6:29am

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Trigger Update 05/08