# Test inbound mail using cc and attachements 26/08

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|---|---|
| Ticket ID | 15313 |
| Ticket Ref | JZXU-3727-YLKJ |
| Brand | Default |
| Urgency | 5 |
| Status | Awaiting Agent |
| Department | form test 3 |
| Language | English |
| Labels | |

- Addnewlabel

| | |
|---|---|
| Created | Wed, 10th Jul 2024 |
| User | Test , Smoke test 01 may 2023 <tester.desk12+109@gmail.com> |
| Agent | Agent |
| Team | 070224genttem |
| Followers | Agent , Alesia |

SLAs

- SLA 1: Passed Mon, 26th Aug 2024
- SLA 2: Passed Mon, 26th Aug 2024
- SLA 3: Passed Mon, 26th Aug 2024
- SLA 4 : Passed Mon, 26th Aug 2024
- SLA 26/08: Failed Mon, 26th Aug 2024

Approvals

- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)

| Message #1 | By Test at Wed, 10th Jul 2024 |
|---|---|

Testing data check

| Note #2 | By Vladimir Kirejko at Wed, 10th Jul 2024 |
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trgrnote

| Note #3 | By Saurav Battiii Test name changed S at Wed, 10th Jul 2024 |
|---|---|

Trigger 07/01

| Note #4 | By Saurav Battiii Test name changed S at Wed, 10th Jul 2024 |
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Sla 17/05 Warning

| Note #5 | By Saurav Battiii Test name changed S at Wed, 10th Jul 2024 |
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Sla 17/05 Failed

| Note #6 | By QA Desk 14 provider at Wed, 10th Jul 2024 |
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SET 2 WRNING

| Note #7 | By QA Desk 14 provider at Wed, 10th Jul 2024 |
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SL4 SET 1 WRNING

| Note #8 | By QA Desk 14 provider at Wed, 10th Jul 2024 |
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SET 2 F4ILED

| Note #9 | By QA Desk 14 provider at Wed, 10th Jul 2024 |
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SL4 SET 1 F4ILED

| Message #10 | By AAllan at Mon, 26th Aug 2024 |
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Test inbound mail using cc and attachements 26/08Test inbound mail using cc and attachements 26/08Test inbound mail using cc and attachements 26/08Test inbound mail using cc and attachements 26/08Test inbound mail using cc and attachements 26/08Test inbound mail using cc and attachements 26/08

| Note #11 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger New Ticket 13/08

| Note #12 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger new ticket 23/08

| Note #13 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
|---|---|

Trigger 26/08

| Note #14 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Test SLA 26/08 warn

| Message #15 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Test outbound mail with cc and attachmendt s

Test

| Note #16 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger new reply 13/08

| Note #17 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger new reply 28/08

| Note #18 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
|---|---|

Trigger new reply 26/08

| Note #19 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Test note @Agent 007 James name change Mention EDIT NOTE DOES NOT TURN INTO REPLY

| Note #20 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger new reply 13/08

| Note #21 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
|---|---|

Trigger new reply 28/08

| Note #22 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
|---|---|

Trigger new reply 26/08

Note #23 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 13/08

Note #24 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 21/08

Note #25 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger update 23/08

Note #26 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 26/08

Note #27 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 13/08

Note #28 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 21/08

Note #29 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger update 23/08

Note #30 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 26/08

Note #31 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 13/08

Note #32 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 21/08

Note #33 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger update 23/08

Note #34 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 26/08

Note #35 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 13/08

Note #36 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger Update 21/08

Note #37 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024

Trigger update 23/08

| Note #38 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger Update 26/08

| Note #39 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger Update 13/08

| Note #40 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger Update 21/08

| Note #41 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger update 23/08

| Note #42 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
|---|---|

Trigger Update 26/08

| Note #43 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
|---|---|

Trigger Update 13/08

| Note #44 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
|---|---|

Trigger Update 21/08

| Note #45 | By Saurav Battiii Test name changed S at Mon, 26th Aug 2024 |
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Trigger update 23/08