

# CloudQAtest

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Topic check 3 july **01/06 statuses**



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QA test 14

- **Forename:** #Forum 3 july

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like). It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default

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asxdmasbxmabxcd SBx,szxbc,aBSxc,a

xbcmasbxcmsbc

sxcsbxc

xcmkbcsbxc

,asbxcn,asnxca

asxcdaskjxdhkdla

kascdmkajcf

sxcvgmaxzbc'

scdmszvcms'

- OVERVIEW
- CONFIGURATION
- CHANNELS
- AGENTS
- HELP CENTER
- TICKET STRUCTURE
- FEATURES
- BUSINESS RULES ^
  - Queues
  - Ticket Lists

## 🔍 Ticket Escalations

Escalations run actions once a ticket has spent a set amount of time in a certain state. You can also define extra criteria the ticket must meet for the escalation.

🔍 Search

▼ Filter

0 selected ⚡ Action

<input type="checkbox"/>	Name	Event Type
<input type="checkbox"/>	<input checked="" type="checkbox"/> eSCALATION 29 MAY	The agent has been waiting for...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Escalation 31 may	The agent has been waiting for...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Escalation 6 june	The agent has been waiting for...