

CloudQAtest

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sdfvw

Agent007 RAW - 2025-02-06 - [Kommentare \(0\)](#) - [newcatart](#)

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The screenshot displays a CRM interface with a 'Messages' tab selected. On the left, there is a sidebar with a 'New Follow up' section containing a 'Cancel' button. Below this are sections for 'Due' (set to 28 January 2025 15:55), 'Actions' (with 'Add Reply' and 'follow up' options), and 'Criteria' (with checkboxes for 'Cancel if user replies' and 'Cancel if agent replies'). The main area shows a message history with four items:

- EMAIL** (4 mins #7): follow up is running
- EMAIL** (Jan 20, 2025, 6:14 AM #6): mass reply 20/1
- AGENT NOTE** (Jan 20, 2025, 5:02 AM #5): sla 2 failed
- AGENT NOTE** (Jan 20, 2025, 4:42 AM #4): sla 1 warning

At the bottom, there is a fifth **AGENT NOTE** (Jan 20, 2025, 4:42 AM #3) which is partially visible. The interface includes various navigation icons at the top and bottom.