

CloudQATest

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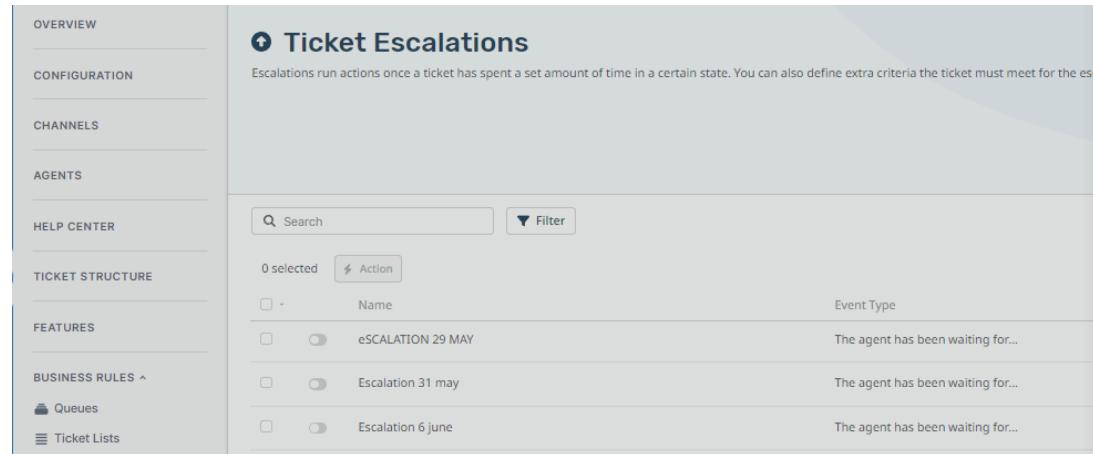
Testing news post 3 july

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Testing News post-check

after pub123

Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.



The screenshot shows a software interface for managing ticket escalations. On the left, a vertical sidebar lists various menu items: OVERVIEW, CONFIGURATION, CHANNELS, AGENTS, HELP CENTER, TICKET STRUCTURE, FEATURES, and BUSINESS RULES (which is expanded to show Queues and Ticket Lists). The main content area is titled 'Ticket Escalations' and contains a sub-header: '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 to run.' Below this, there is a search bar with a magnifying glass icon and a 'Filter' button. A table lists four entries, each with a checkbox, a name, and a description of the event type:

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

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