

CloudQATest

[Centre d'aide](#) > [Communauté](#) > [Forum 3 july](#) > [Topic check 3 july](#)

Topic check 3 july 01/06 statuses

- QA test 14
- **Nom du forum:** #Forum 3 july

asxdmasbxmabxcd SBx,szxbc,aBSxc,a

xbcmasbxcmbsc

sxcsbcx

xcmkbcsbx

,asbxcn,asnxcn

asxcdaskjxdhkashdla

kascdmkajcf

sxcvgmaxzbc's'

scdmszvcmv's

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 to run.

	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...