## CloudQAtest

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## Testing news post 3 july

2023-07-03 - QA test 14 - Commentaire (1) - News 3 july Test

Testing News post-check

after pub123

simply dummy text used in the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text since the 1500s when an unknown printer scrambled a galley of type and scrambled it to make a type specimen book. It has survived five centuries and 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.simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text since the 1500s when an unknown printer scrambled a galley of type and scrambled it to make a type specimen book. It has survived five centuries and 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. simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text since the 1500s when an unknown printer scrambled a galley of type and scrambled it to make a type specimen book. It has survived five centuries and 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.simply dummy text of the printing and typesetting industry. 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.simply dummy text of the printing and typesetting industry. Lorem Ipsum has been <mark>the industry's standard du</mark>mmy 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 five

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OVERVIEW	• Ticket Escalations	
CONFIGURATION	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 esc	
CHANNELS		
AGENTS		
HELP CENTER	Q Search Tilter	
TICKET STRUCTURE	0 selected 🖉 Action	
FEATURES	- Name	Event Type
	eSCALATION 29 MAY	The agent has been waiting for
BUSINESS RULES A	Escalation 31 may	The agent has been waiting for
Queues Ticket Lists	Scalation 6 june	The agent has been waiting for

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