

Test escalation and triggers

Ticket ID	152
Ticket Ref	METC-0352-XZMI
Brand	Default
Urgency	1
Status	Awaiting Agent
Department	Support
Language	English
Created	Tue, 27th Feb 2024 4:20am
User	Aallan , ORG 1 <tester.desk12@gmail.com>
Agent	Russell Chappell
Team	Support
Single-line Text	This is default value
Date	
Currency	A\$ 100.00

Message #1 By Saurav change name at Tue, 27th Feb 2024 4:20am

Test Escalation and triggers

Note #2 By Saurav change name at Tue, 27th Feb 2024 4:20am

Trigger New Ticket 27/02

Note #3 By Saurav change name at Tue, 27th Feb 2024 4:23am

Trigger update 27/02

Message #4 By Saurav change name at Tue, 27th Feb 2024 4:23am

test

Note #5

By Saurav change name at Tue, 27th Feb 2024 4:23am

Trigger new reply 27/02

Note #6

By Saurav change name at Tue, 27th Feb 2024 4:27am

Trigger update 27/02

Note #7

By Saurav change name at Tue, 27th Feb 2024 4:27am

Trigger update 27/02

Note #8

By Saurav change name at Tue, 27th Feb 2024 4:28am

Escalation 27/02

Note #9

By Saurav change name at Tue, 27th Feb 2024 4:29am

Trigger update 27/02

Message #10

By Aallan at Tue, 27th Feb 2024 4:29am

fgyhjufgyhj

Note #11

By Saurav change name at Tue, 27th Feb 2024 4:29am

Trigger New Ticket 27/02

Note #12

By Saurav change name at Tue, 27th Feb 2024 4:34am

SLA 27/02 WARNING

Note #13

By Saurav change name at Tue, 27th Feb 2024 4:37am

SLA 27/02 FAIL

Note #14

By Saurav change name at Tue, 27th Feb 2024 5:07am

Trigger update 27/02

Note #15

By Saurav change name at Tue, 27th Feb 2024 6:13am

Trigger new reply 27/02

Note #16

By Saurav change name at Tue, 27th Feb 2024 7:19am

Trigger update 27/02

Note #17

By Saurav change name at Tue, 27th Feb 2024 7:19am

Trigger update 27/02