

the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

asxdmasbxmabxcd SBx,szxbc,aBSxc,a

xbcmasbxcmbsbc

sxcscbcx

xcmkbcscbcx

,asbxcn,asnxca

asxcdaskjxdhkdashdla

kascdmkajcf

sxcvgmaxzbcsc'

scdmszvcmsvsc'

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.

Search Filter

0 selected Action

<input type="checkbox"/>	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...