# Inbound mail with cc and attachmenst 01/10

| | |
|---|---|
| Ticket ID | 1511 |
| Ticket Ref | AQRX-1454-EFGF |
| Brand | Default |
| Urgency | 7 |
| Status | Awaiting Agent |
| Department | Support |
| Language | English (UK) |
| Labels | • pass |
| Created | Wed, 25th Sep 2024 9:18am |
| User | Test user 30/07 , Organisation 30/07 <tester626@test98687.com> |
| Agent | David Anjonrin-Ohu |
| Team | Team 13 may |
| Followers | David Test |
| Single-line Text | |
| Number | |
| Multi-line Text | |
| Single select | |
| Radio button | |
| Multi select | |
| checkbox | |
| Toggle | None |
| Date | Thu, 24th Oct 2024 |
| Date & Time | Tue, 1st Oct 2024 12:00pm |
| Display | |

DISPLAY

This is display field
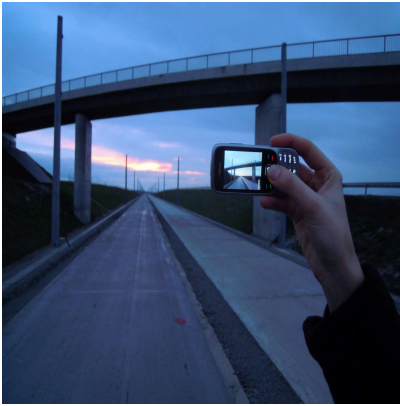
By submitting this form you agree to our [Privacy Statement](#)
(11 MB)
https://upload.wikimedia.org/wikipedia/commons/b/b6/Image_created_with_a_mobile_phone.png
viflow.deviflow.de ViCon GmbH Privacy Statement ViCon GmbH Privacy Statement

URL

SLAs

- SLA 1: Passed Wed, 25th Sep 2024 9:18am
- SLA 2: Passed Wed, 25th Sep 2024 9:18am
- SLA 3: Passed Wed, 25th Sep 2024 9:18am
- SLA 4: Passed Wed, 25th Sep 2024 9:18am
- SLA 16/09: Passed Wed, 25th Sep 2024 9:18am
- SLA 23/09: Passed Wed, 25th Sep 2024 9:18am
- SLA 01/10: Passed Wed, 25th Sep 2024 9:18am

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| Message #1 | By David Anjonrin-Ohu at Wed, 25th Sep 2024 9:18am |
|---|---|

When you go to delete an agent, it shows a warning message saying that if you delete an agent, their tickets will stay assigned until the ticket goes back into awaiting agent. However, after testing it seems the tickets are instantly unassigned.

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| Note #2 | By Saurav at Wed, 25th Sep 2024 9:21am |
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SLA 23/09 WARN

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| Note #3 | By Saurav at Wed, 25th Sep 2024 9:21am |
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SLA 16/09

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| Note #4 | By Saurav at Wed, 25th Sep 2024 9:23am |
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SLA 23/09 FAIL

| Note #5 | By Saurav at Wed, 25th Sep 2024 9:23am |
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SLA 16/09

| Note #6 | By Agent 007 at Wed, 25th Sep 2024 9:45am |
|---|---|

Trigger update 14/08

| Note #7 | By Saurav at Wed, 25th Sep 2024 9:45am |
|---|---|

Trigger Update 28/08

| Note #8 | By Saurav at Wed, 25th Sep 2024 9:45am |
|---|---|

Trigger update 04/09

| Note #9 | By Saurav at Wed, 25th Sep 2024 9:45am |
|---|---|

Trigger update 10/09

| Note #10 | By Saurav at Wed, 25th Sep 2024 9:45am |
|---|---|

Trigger update 16/09

| Note #11 | By Agent 007 at Wed, 25th Sep 2024 9:46am |
|---|---|

Trigger update 14/08

| Note #12 | By Saurav at Wed, 25th Sep 2024 9:46am |
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Trigger Update 28/08

| Note #13 | By Saurav at Wed, 25th Sep 2024 9:46am |
|---|---|

Trigger update 04/09

| Note #14 | By Saurav at Wed, 25th Sep 2024 9:46am |
|---|---|

Trigger update 10/09

| Note #15 | By Saurav at Wed, 25th Sep 2024 9:46am |
|---|---|

Trigger update 16/09

| Message #16 | By Test at Tue, 1st Oct 2024 10:54am |
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Inbound mail with cc and attachmenst 01/10

| Note #17 | By Test agent 14 at Tue, 1st Oct 2024 10:54am |
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Trigger new ticket 10/01

| Note #18 | By Agent 007 at Tue, 1st Oct 2024 10:55am |
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Trigger update 14/08

| Note #19 | By Saurav at Tue, 1st Oct 2024 10:55am |
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Trigger Update 28/08

| Note #20 | By Saurav at Tue, 1st Oct 2024 10:55am |
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Trigger update 04/09

| Note #21 | By Saurav at Tue, 1st Oct 2024 10:55am |
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Trigger update 10/09

| Note #22 | By Saurav at Tue, 1st Oct 2024 10:55am |
|---|---|

Trigger update 16/09

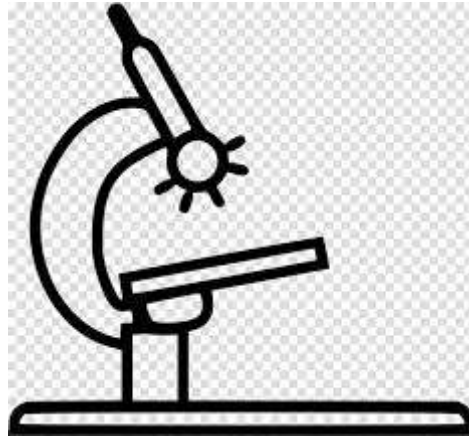| Note #23 | By Saurav at Tue, 1st Oct 2024 10:55am |
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Trigger new update 01/10

| Message #24 | By Saurav at Tue, 1st Oct 2024 10:56am |
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Test outbound mail using cc and attachmenst

Test signature

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| Note #25 | By Saurav at Tue, 1st Oct 2024 10:56am |

Trigger new reply 14/08 edit note does not turn into reply

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| Note #26 | By Saurav at Tue, 1st Oct 2024 10:56am |

Trigger new reply 28/08

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| Note #27 | By Saurav at Tue, 1st Oct 2024 10:56am |

Trigger new reply 04/09

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| Note #28 | By Saurav at Tue, 1st Oct 2024 10:56am |

Trigger new reply 10/09

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| Note #29 | By Saurav at Tue, 1st Oct 2024 10:56am |

Trigger new reply 16/09

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| Note #30 | By Saurav at Tue, 1st Oct 2024 10:56am |

Trigger new reply 23/09

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| Note #31 | By Test agent 14 at Tue, 1st Oct 2024 10:56am |

Trigger new reply 01/10

| | |
|---|---|
| Note #32 | By Saurav at Tue, 1st Oct 2024 10:57am |

Test menmtion @Agent 007

| Note #33 | By Saurav at Tue, 1st Oct 2024 10:57am |
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Trigger new reply 14/08

| Note #34 | By Saurav at Tue, 1st Oct 2024 10:57am |
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Trigger new reply 28/08

| Note #35 | By Saurav at Tue, 1st Oct 2024 10:57am |
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Trigger new reply 04/09

| Note #36 | By Saurav at Tue, 1st Oct 2024 10:57am |
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Trigger new reply 10/09

| Note #37 | By Saurav at Tue, 1st Oct 2024 10:57am |
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Trigger new reply 16/09

| Note #38 | By Saurav at Tue, 1st Oct 2024 10:57am |
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Trigger new reply 23/09

| Note #39 | By Test agent 14 at Tue, 1st Oct 2024 10:57am |
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Trigger new reply 01/10

| Note #40 | By Agent 007 at Tue, 1st Oct 2024 11:00am |
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Trigger update 14/08

| Note #41 | By Saurav at Tue, 1st Oct 2024 11:00am |
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Trigger Update 28/08

| Note #42 | By Saurav at Tue, 1st Oct 2024 11:00am |
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Trigger update 04/09

| Note #43 | By Saurav at Tue, 1st Oct 2024 11:00am |

Trigger update 10/09

| Note #44 | By Saurav at Tue, 1st Oct 2024 11:00am |

Trigger update 16/09

| Note #45 | By Saurav at Tue, 1st Oct 2024 11:00am |

Trigger new update 01/10

| Note #46 | By Saurav at Tue, 1st Oct 2024 11:01am |

eSCALATION 28/08

| Note #47 | By Saurav at Tue, 1st Oct 2024 11:01am |

eSCALATION 04/09s

| Note #48 | By Saurav at Tue, 1st Oct 2024 11:01am |

Esc 10/09

| Note #49 | By Saurav at Tue, 1st Oct 2024 11:01am |

ESC 16/09

| Note #50 | By Saurav at Tue, 1st Oct 2024 11:01am |

ESCALATION 23/09

| Note #51 | By Saurav at Tue, 1st Oct 2024 11:01am |

eSCALATION 01/10

| Note #52 | By Agent 007 at Tue, 1st Oct 2024 11:03am |

Trigger update 14/08

| Note #53 | By Saurav at Tue, 1st Oct 2024 11:03am |

Trigger Update 28/08

| Note #54 | By Saurav at Tue, 1st Oct 2024 11:03am |
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Trigger update 04/09

| Note #55 | By Saurav at Tue, 1st Oct 2024 11:03am |
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Trigger update 10/09

| Note #56 | By Saurav at Tue, 1st Oct 2024 11:03am |
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Trigger update 16/09

| Note #57 | By Saurav at Tue, 1st Oct 2024 11:03am |
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Trigger new update 01/10

| Note #58 | By Agent 007 at Tue, 1st Oct 2024 11:04am |
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Trigger update 14/08

| Note #59 | By Saurav at Tue, 1st Oct 2024 11:04am |
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Trigger Update 28/08

| Note #60 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 04/09

| Note #61 | By Saurav at Tue, 1st Oct 2024 11:04am |
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Trigger update 10/09

| Note #62 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 16/09

| Note #63 | By Saurav at Tue, 1st Oct 2024 11:04am |
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Trigger new update 01/10

| Note #64 | By Agent 007 at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 14/08

| Note #65 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger Update 28/08

| Note #66 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 04/09

| Note #67 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 10/09

| Note #68 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 16/09

| Note #69 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger new update 01/10

| Note #70 | By Agent 007 at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 14/08

| Note #71 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger Update 28/08

| Note #72 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 04/09

| Note #73 | By Saurav at Tue, 1st Oct 2024 11:04am |
|---|---|

Trigger update 10/09

| Note #74 | By Saurav at Tue, 1st Oct 2024 11:04am |
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Trigger update 16/09

| Note #75 | By Saurav at Tue, 1st Oct 2024 11:04am |
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Trigger new update 01/10

| Note #76 | By Agent 007 at Tue, 1st Oct 2024 11:05am |
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Trigger update 14/08

| Note #77 | By Saurav at Tue, 1st Oct 2024 11:05am |
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Trigger Update 28/08

| Note #78 | By Saurav at Tue, 1st Oct 2024 11:05am |
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Trigger update 04/09

| Note #79 | By Saurav at Tue, 1st Oct 2024 11:05am |
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Trigger update 10/09

| Note #80 | By Saurav at Tue, 1st Oct 2024 11:05am |
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Trigger update 16/09

| Note #81 | By Saurav at Tue, 1st Oct 2024 11:05am |
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Trigger new update 01/10

| Note #82 | By Agent 007 at Tue, 1st Oct 2024 11:05am |
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Trigger update 14/08

| Note #83 | By Saurav at Tue, 1st Oct 2024 11:05am |
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Trigger Update 28/08

Note #84      By Saurav at Tue, 1st Oct 2024 11:05am

Trigger update 04/09

Note #85      By Saurav at Tue, 1st Oct 2024 11:05am

Trigger update 10/09

Note #86      By Saurav at Tue, 1st Oct 2024 11:05am

Trigger update 16/09

Note #87      By Saurav at Tue, 1st Oct 2024 11:05am

Trigger new update 01/10

Note #88      By Agent 007 at Tue, 1st Oct 2024 11:06am

Trigger update 14/08

Note #89      By Saurav at Tue, 1st Oct 2024 11:06am

Trigger Update 28/08

Note #90      By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 04/09

Note #91      By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 10/09

Note #92      By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 16/09

Note #93      By Saurav at Tue, 1st Oct 2024 11:06am

Trigger new update 01/10

Note #94      By Agent 007 at Tue, 1st Oct 2024 11:06am

Trigger update 14/08

Note #95 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger Update 28/08

Note #96 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 04/09

Note #97 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 10/09

Note #98 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 16/09

Note #99 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger new update 01/10

Note #100 | By Agent 007 at Tue, 1st Oct 2024 11:06am

Trigger update 14/08

Note #101 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger Update 28/08

Note #102 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 04/09

Note #103 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 10/09

Note #104 | By Saurav at Tue, 1st Oct 2024 11:06am

Trigger update 16/09

| Note #105 | By Saurav at Tue, 1st Oct 2024 11:06am |
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Trigger new update 01/10

| Note #106 | By Agent 007 at Tue, 1st Oct 2024 11:07am |
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Trigger update 14/08

| Note #107 | By Agent 007 at Tue, 1st Oct 2024 11:07am |
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Trigger update 14/08

| Note #108 | By Saurav at Tue, 1st Oct 2024 11:07am |
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Trigger Update 28/08

| Note #109 | By Saurav at Tue, 1st Oct 2024 11:07am |
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Trigger update 04/09

| Note #110 | By Saurav at Tue, 1st Oct 2024 11:07am |
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Trigger update 10/09

| Note #111 | By Saurav at Tue, 1st Oct 2024 11:07am |
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Trigger update 16/09

| Note #112 | By Saurav at Tue, 1st Oct 2024 11:07am |
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Trigger new update 01/10