

CloudQAtest

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sdfvw

Agent007 RAW - 2025-02-06 - [Comments \(0\)](#) - [newcatart](#)

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The screenshot displays a CRM interface with a 'New Follow up' form on the left and a 'Messages' history on the right.

New Follow up Form:

- Due:** 28 January 2025 15:55
- Actions:** Add Reply (follow up), Select
- Criteria:** Cancel if user replies, Cancel if agent replies
- Create** button

Messages History:

- EMAIL:** follow up is running (4 mins #7)
- EMAIL:** mass reply 20/1 (Jan 20, 2025, 6:14 AM #6)
- AGENT NOTE:** sla 2 failed (Jan 20, 2025, 5:02 AM #5)
- AGENT NOTE:** sla 1 warning (Jan 20, 2025, 4:42 AM #4)
- AGENT NOTE:** sla 1 warning (Jan 20, 2025, 4:42 AM #3)