





| ID   | Subject                              | Agent          | User  | Date Last Reply |
|------|--------------------------------------|----------------|---|-----------------|
| 5848 | QA Desk 14 <tester.desk14@gmail.com> | Agent 50       | QA Desk 14 <tester.desk14@gmail.com>        | 12 mins         |
| 5847 | QA Desk 14 <tester.desk14@gmail.com> | Unassigned     | QA Desk 14 <tester.desk14@gmail.com>        | 13 mins         |
| 5844 | Testing HTML                         | QA Desk 14     | AAllan <tester.desk12@gmail.com>            | 16 mins         |
| 5842 | check trigger on new reply           | Agent 50       | testuser17 <testuser17@gmail.com>           | 2 hrs           |
| 5841 | 13/06 test trigger                   | Unassigned     | testuser17 <testuser17@gmail.com>           | 2 hrs           |
| 5839 | new tt                               | Avanish Pandey | Avanish Pandey <avanish.pandey@deskpro.com> | 19 hrs          |
| 5838 | testing ticket check                 | QA Desk 14     | AAllan <tester.desk12@gmail.com>            | 21 hrs          |
| 5835 | Test 123                             | Unassigned     | Sean <saan.kerwin@test+1@deskpro.com>       | 22 hrs          |
| 5834 | Call to +447903719942                | A2 New         | +447903719942                               | 23 hrs          |
| 5833 | Call to +447903719942                | John Davison   | +447903719942                               | 23 hrs          |
| 5831 | Call to +447793008645                | Unassigned     | Cyril Smith <cyrilsmith.28.82@gmail.com>    | 23 hrs          |
| 5830 | Call from +447793008645              | A2 New         | Cyril Smith <cyrilsmith.28.82@gmail.com>    | 23 hrs          |
| 5829 | Voicemail from +447782347148         | Unassigned     | +447782347148 <fakeemail@fake.com>          | 24 hrs          |
| 5828 | Call to +12132143238                 | A2 New         | +12132143238                                | 24 hrs          |
| 5827 | Call from +447782347148              | A2 New         | +447782347148 <fakeemail@fake.com>          | 24 hrs          |
| 5826 | Call to +12132143238                 | A2 New         | Saurav Batti <saurav.batti@deskpro.com>     | 24 hrs          |
| 5825 | Call from +447782347148              | A2 New         | +447782347148 <fakeemail@fake.com>          | 24 hrs          |
| 5824 | Call to +12132143238                 | A2 New         | Saurav Batti <saurav.batti@deskpro.com>     | 24 hrs          |
| 5823 | Missed call from +447782347148       | Unassigned     | +447782347148 <fakeemail@fake.com>          | 24 hrs          |

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