

## Test ticket escalation

Ticket ID	14568
Ticket Ref	WIGC-1727-VWZB
Brand	Default
Urgency	1
Status	Awaiting User
Department	Support
Language	English
Labels	<ul style="list-style-type: none"><li>• #blue</li><li>• Addnewlabel</li></ul>
Created	Sun, 16th Jun 2024
User	User 12 june testme , Org test 12 june <sdgsa@orgt12j.com>
Agent	QA Desk 14 provider
Team	Management
Followers	Alesia , Felipe
Single-line Text	default value test
Date & Time	Mon, 1st Jul 2024
Single	
SLAs	<ul style="list-style-type: none"><li>• SL4 1: Passed Sun, 16th Jun 2024</li><li>• SL4 2 : Passed Sun, 16th Jun 2024</li><li>• SL4 3: Passed Sun, 16th Jun 2024</li><li>• SL4 4: Passed Sun, 16th Jun 2024</li><li>• Sla 17/05: Passed Sun, 16th Jun 2024</li></ul>
Approvals	<ul style="list-style-type: none"><li>• Test approval 13/03: Status pending (To approve: 1, To reject: 1)</li><li>• Test approval 13/03: Status pending (To approve: 1, To reject: 1)</li></ul>

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Note #1

By Vladimir Kirejko at Sun, 16th Jun 2024

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trgrnote

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Note #2

By Saurav Battiii name changeS at Sun, 16th Jun 2024

Trigger New ticket 17/06

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Note #3

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger update 24/05

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Note #4

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger Update 10/06

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Note #5

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger Update 17/06

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Note #6

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Sla 17/05 Warning

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Note #7

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Sla 17/05 Failed

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Note #8

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger update 24/05

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Note #9

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger Update 10/06

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Note #10

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger Update 17/06

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Message #11

By Agent 007 James name change at Sun, 16th Jun 2024

test



TEST SIGNATION AGENT 007

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Note #12

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger new reply 24/05

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Note #13

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger new reply 10/06

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Note #14

By Saurav Battiii name changeS at Sun, 16th Jun 2024

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Trigger New Reply 17/06

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Note #15

By James Godwin at Sun, 16th Jun 2024

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TEST ESCALATION: SC-146983

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Note #16

By Agent 007 James name change at Tue, 18th Jun 2024

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Test note @QA Desk 14 provider

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Note #17

By Saurav Battiii name changeS at Tue, 18th Jun 2024

Trigger new reply 24/05

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Note #18

By Saurav Battiii name changeS at Tue, 18th Jun 2024

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Trigger new reply 10/06

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Note #19

By Saurav Battiii name changeS at Tue, 18th Jun 2024

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Trigger New Reply 17/06

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Note #20

By Agent 007 James name change at Tue, 18th Jun 2024

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Test note with mention @QA Desk 14 provider

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Note #21

By Saurav Battiii name changeS at Tue, 18th Jun 2024

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Trigger new reply 24/05

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Note #22

By Saurav Battiii name changeS at Tue, 18th Jun 2024

---

Trigger new reply 10/06

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Note #23

By Saurav Battiii name changeS at Tue, 18th Jun 2024

---

Trigger New Reply 17/06

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Note #24

By Saurav Battiii name changeS at Wed, 19th Jun 2024

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Trigger update 24/05

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Note #25

By Saurav Battiii name changeS at Wed, 19th Jun 2024

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Trigger Update 10/06

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Note #26

By Saurav Battiii name changeS at Wed, 19th Jun 2024

Trigger Update 17/06

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Note #27

By Saurav Battiii name changeS at Wed, 19th Jun 2024

---

Trigger update 24/05

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Note #28

By Saurav Battiii name changeS at Wed, 19th Jun 2024

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Trigger Update 10/06

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Note #29

By Saurav Battiii name changeS at Wed, 19th Jun 2024

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Trigger Update 17/06

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Note #30

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger update 24/05

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Note #31

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 10/06

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Note #32

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 17/06

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Note #33

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger update 24/05

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Note #34

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 10/06

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Note #35

By Saurav Battiii name changeS at Thu, 20th Jun 2024

Trigger Update 17/06

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Note #36

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger update 24/05

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Note #37

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 10/06

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Note #38

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 17/06

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Note #39

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger update 24/05

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Note #40

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 10/06

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Note #41

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 17/06

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Note #42

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger update 24/05

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Note #43

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 10/06

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Note #44

By Saurav Battiii name changeS at Thu, 20th Jun 2024

Trigger Update 17/06

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Note #45

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger update 24/05

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Note #46

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 10/06

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Note #47

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 17/06

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Note #48

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger update 24/05

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Note #49

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 10/06

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Note #50

By Saurav Battiii name changeS at Thu, 20th Jun 2024

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Trigger Update 17/06

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Message #51

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Test

A large, stylized handwritten signature in black ink, appearing to read "Muhant au".

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Note #52

By Vladimir Kirejko at Sun, 23rd Jun 2024

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trgrnote

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Note #53

By QA Desk 14 provider at Sun, 23rd Jun 2024

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Trigger 24/06

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Note #54

By Saurav Battiii name changes at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #55 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #56 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #57 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

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Note #58 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #59 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #60 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #61 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

---

Note #62 By James Godwin at Sun, 23rd Jun 2024

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TEST ESCALATION: SC-146983

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Note #63 By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Test note @Saurav Battiii Test change name

Note #64

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger new reply 24/05

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Note #65

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger new reply 10/06

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Note #66

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger New Reply 17/06

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Note #67

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger New reply 24/06

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Note #68

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Test note @Agent 007 James name change

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Note #69

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger new reply 24/05

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Note #70

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger new reply 10/06

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Note #71

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger New Reply 17/06

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Note #72

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger New reply 24/06

Note #73

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #74

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #75

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #76

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

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Note #77

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #78

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #79

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #80

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

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Note #81

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #82

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #83

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #84

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

---

Trigger update 24/06

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Note #85

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

---

Trigger update 24/05

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Note #86

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #87

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #88

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

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Note #89

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #90

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #91

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #92

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

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Note #93

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #94

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #95

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #96

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

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Note #97

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #98

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

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Note #99

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 17/06

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Note #100

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/06

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Note #101

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger update 24/05

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Note #102

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Trigger Update 10/06

---

Note #103

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

---

Trigger Update 17/06

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Note #104

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

---

Trigger update 24/06

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Note #105

By No-reply at Sun, 23rd Jun 2024

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This is an automatically generated message from SendGrid.

We are sorry to tell you that your email was unable to be delivered to one of its intended recipients.

If you require assistance with this, please contact SendGrid support.

unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

X-SendGrid-Sender: Default <Contact@cloudqatest.deskpro.com>

Arrival-Date: Mon, 24 Jun 2024 06:13:50 +0000

Final-Recipient: rfc822; sdgsa@orgt12j.com

Original-Recipient: rfc822; sdgsa@orgt12j.com

Action: failed

Status:

Diagnostic-Code: unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

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Note #106

By No-reply at Sun, 23rd Jun 2024

This is an automatically generated message from SendGrid.

We are sorry to tell you that your email was unable to be delivered to one of its intended recipients.

If you require assistance with this, please contact SendGrid support.

unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

X-SendGrid-Sender: Default <Contact@cloudqatest.deskpro.com>

Arrival-Date: Mon, 24 Jun 2024 06:14:21 +0000

Final-Recipient: rfc822; sdfsd@torg10j.com

Original-Recipient: rfc822; sdfsd@torg10j.com

Action: failed

Status:

Diagnostic-Code: unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

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Message #107

By Saurav Battiii name changeS at Sun, 23rd Jun 2024

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Test Test

A large, stylized handwritten signature in black ink, appearing to read "Muhunt au".

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Note #108

By No-reply at Sun, 23rd Jun 2024

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This is an automatically generated message from SendGrid.

We are sorry to tell you that your email was unable to be delivered to one of its intended recipients.

If you require assistance with this, please contact SendGrid support.

unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

X-SendGrid-Sender: Default <Contact@cloudqatest.deskpro.com>

Arrival-Date: Mon, 24 Jun 2024 06:34:36 +0000

Final-Recipient: rfc822; sdgsa@orgt12j.com

Original-Recipient: rfc822; sdgsa@orgt12j.com

Action: failed

Status:

Diagnostic-Code: unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

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Note #109

By No-reply at Sun, 23rd Jun 2024

This is an automatically generated message from SendGrid.

We are sorry to tell you that your email was unable to be delivered to one of its intended recipients.

If you require assistance with this, please contact SendGrid support.

unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address  
X-SendGrid-Sender: Default <Contact@cloudqatest.deskpro.com>  
Arrival-Date: Mon, 24 Jun 2024 06:34:40 +0000

Final-Recipient: rfc822; sdfsd@torg10j.com  
Original-Recipient: rfc822; sdfsd@torg10j.com  
Action: failed  
Status:  
Diagnostic-Code: unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

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Message #110

By QA Desk 14 provider at Mon, 1st Jul 2024

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Test escalation

[Deskpro Team QA](#)



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Note #111

By Vladimir Kirejko at Mon, 1st Jul 2024

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trgrnote

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Note #112

By Saurav Battiii name changeS at Mon, 1st Jul 2024

Trigger 07/01

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Note #113

By No-reply at Mon, 1st Jul 2024

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This is an automatically generated message from SendGrid.

We are sorry to tell you that your email was unable to be delivered to one of its intended recipients.

If you require assistance with this, please contact SendGrid support.

unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

X-SendGrid-Sender: CloudQAtest <Contact@cloudqatest.deskpro.com>

Arrival-Date: Mon, 01 Jul 2024 10:56:33 +0000

Final-Recipient: rfc822; sdgsa@orgt12j.com

Original-Recipient: rfc822; sdgsa@orgt12j.com

Action: failed

Status:

Diagnostic-Code: unable to get mx info: failed to get IPs from PTR record: lookup <nil>: unrecognized address

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Note #114

By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Trigger new reply 24/05

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Note #115

By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger new reply 10/06

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Note #116

By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger New Reply 17/06

---

Note #117

By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Trigger New reply 24/06

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Note #118

By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Trigger new reply 26/06

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Note #119 By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Trigger 01/07 New reply

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Note #120 By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Test esca0107

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Note #121 By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Trigger update 24/05

---

Note #122 By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Trigger Update 10/06

---

Note #123 By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger Update 17/06

---

Note #124 By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger update 24/06

---

Note #125 By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger update 26/06

---

Note #126 By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger Update 01/07

---

Note #127 By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger update 24/05

---

Note #128

By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger Update 10/06

---

Note #129

By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger Update 17/06

---

Note #130

By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger update 24/06

---

Note #131

By Saurav Battiii name changeS at Mon, 1st Jul 2024

---

Trigger update 26/06

---

Note #132

By Saurav Battiii name changeS at Mon, 1st Jul 2024

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Trigger Update 01/07