tEST TRIGGER AND ESCALATION 05/09

Ticket ID	15463
Ticket Ref	KPNH-3451-IIGK
Brand	Default
Urgency	6
Status	Awaiting Agent
Department	test 2 16
Language	English

Labels

- Addnewlabel

Created	Mon, 17th Jun 2024
User	AAllan , 0926 new org <tester.desk12@gmail.com>
Agent	Agent
Team	1023GENTEM
Followers	Agent 17 j test , Agent 13/08 , Alesia
050724SINGLELINETXTFIELDEDIT	qwe

SLAs

- SLA 1: Failed Thu, 5th Sep 2024
- SLA 2: Failed Thu, 5th Sep 2024
- SLA 3: Passed Thu, 5th Sep 2024
- SLA 4 : Passed Thu, 5th Sep 2024
- SLA 26/08: Failed Thu, 5th Sep 2024
- SLA 05/09: Failed Thu, 5th Sep 2024

Approvals

- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)
- Test approval 13/03: Status pending (To approve: 1, To reject: 1)

Message #1

By AAllan at Mon, 17th Jun 2024

Note #2

By Vladimir Kirejko at Mon, 17th Jun 2024

trgrnote

Note #3   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger New ticket 17/06

Note #4   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger update 24/05

Note #5   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger Update 10/06

Note #6   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger Update 17/06

Note #7   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger update 24/05

Note #8   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger Update 10/06

Note #9   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger Update 17/06

Note #10   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger update 24/05

Note #11   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger Update 10/06

Note #12   By Saurav Battiii Test at Mon, 17th Jun 2024

Trigger Update 17/06

Message #13   By Saurav Battiii Test at Thu, 5th Sep 2024

TEST TRIGGER AND ESCALATION 05/09

Test

Test

Note #14   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger new ticket 05/09

Note #15   By Saurav Battiii Test at Thu, 5th Sep 2024

SLA 05/09 WARN

Note #16   By Saurav Battiii Test at Thu, 5th Sep 2024

Test SLA 26/08 warn

Note #17   By Saurav Battiii Test at Thu, 5th Sep 2024

SLA 05/09 FAIL

Note #18   By Saurav Battiii Test at Thu, 5th Sep 2024

SLA 26/08 fail

Note #19   By Saurav Battiii Test at Thu, 5th Sep 2024

eSCALATION 13/08

Note #20   By Saurav Battiii Test at Thu, 5th Sep 2024

Esc 26/08

Note #21   By Saurav Battiii Test at Thu, 5th Sep 2024

ESCALATION 05/09

Note #22   By Jazz New at Thu, 5th Sep 2024

SLA 2 WARNING

Note #23   By Jazz New at Thu, 5th Sep 2024

SLA 1 WARNING

Note #24   By Jazz New at Thu, 5th Sep 2024

SLA 2 FAILED

Note #25   By Jazz New at Thu, 5th Sep 2024

SLA 1 FAILED

Note #26   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Note #27   By Saurav Battiii Test at Thu, 5th Sep 2024

SLA MANUAL 05/09 WARN

Note #28   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Message #29   By Saurav Battiii Test at Thu, 5th Sep 2024

TEST

Test

Note #30   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger new reply 13/08

Note #31   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger new reply 05/09

Note #32   By Saurav Battiii Test at Thu, 5th Sep 2024

TEST AGENT TRANSLATED SNIPPET 05/09

EDIT SNIPPET

Note #33   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger new reply 13/08

Message #34   By Saurav Battiii Test at Thu, 5th Sep 2024

Translated snippet

edit snippet

Test

By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger new reply 05/09

Note #36   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger new reply 13/08

Note #37   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger new reply 05/09

Note #38   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Note #39   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Note #40   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Note #41   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Note #42   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Note #43   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09

Note #44   By Saurav Battiii Test at Thu, 5th Sep 2024

Trigger update 05/09