

# CloudQAtest

[Nieuws](#) > [News 3 july Test](#) > [Testing news post 3 july](#)

## Testing news post 3 july

2023-07-03 - QA test 14 - [Reacties \(0\)](#) - [News 3 july Test](#)

Testing News post-check

after pub123

simply dummy text used in the **printing and typesetting industry**. **Lorem Ipsum has been the industry's standard dummy text since the 1500s when an unknown printer scrambled a galley of type and scrambled it to make a type specimen book. It has survived five centuries and the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.** simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text since the 1500s when an unknown printer scrambled a galley of type and scrambled it to make a type specimen book. It has survived five centuries and the leap into electronic typesetting, remaining essentially unchanged. 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**Ticket Escalations**

Escalations run actions once a ticket has spent a set amount of time in a certain state. You can also define extra criteria the ticket must meet for the escalation.

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<input type="checkbox"/>	Name	Event Type
<input type="checkbox"/>	eSCALATION 29 MAY	The agent has been waiting for...
<input type="checkbox"/>	Escalation 31 may	The agent has been waiting for...
<input type="checkbox"/>	Escalation 6 june	The agent has been waiting for...

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