

Rechnung für März – Rückerstattung bitte

Conversation	#1002 (ID 3000001)
Mailbox	Support (demo)
Status	active
Type	email
Customer	Mehmet Yilmaz <mehmet@example.com.tr>
Assignee	Priya Nair <priya@acme-support.test>
Created	2025-01-07 10:15 (UTC+01:00)
Last updated	2025-01-10 04:55 (UTC+01:00)
Tags	refund, vip
Order ID	ORD-1001
Threads	5 exported (1 internal note)
Attachments	None

Conversation history (oldest first)

CUSTOMER Mehmet Yilmaz <mehmet@example.com.tr>

2025-01-07 10:15 (UTC+01:00)

To: support@acme.test

Hi there,
I can't access my account since yesterday. Here is the log: <https://status.example.com/incidents/aVeryLongTo kenWithoutAnyBreaksThatShouldWrapNicelyInsideThePdfDocument1234567890abcdef>
Thanks,
Mehmet

2025-01-07 10:20 (UTC+01:00) Assigned to Priya Nair — Ayla Demir

INTERNAL NOTE Priya Nair <priya@acme-support.test>

2025-01-07 10:35 (UTC+01:00)

Internal: checked Stripe — refund approved. Customer tier: Pro. Do not share the incident ID publicly.

REPLY Priya Nair <priya@acme-support.test>

2025-01-07 11:15 (UTC+01:00)

To: mehmet@example.com.tr

Opened by customer: 2025-01-07 11:45 (UTC+01:00)

Hi Mehmet,
Thanks for reaching out — I've processed this for you.
> Original message from Mehmet:
> > nested quote line
Best,
Priya

2025-01-10 04:55 (UTC+01:00) Status changed to Closed — Priya Nair

Archive record: generated 2026-10-03 11:00 (UTC+02:00) from data returned by the Help Scout Inbox API for conversation ID 3000001. 3 message thread(s) including 1 internal note(s) and activity entries. Drafts are not included. Times shown in Europe/Berlin.