Вопрос по счёту за февраль

Conversation	#1005 (ID 3000004)
Mailbox	Support (demo)
Status	closed
Type	email
Customer	Lena Müller <lena.mueller@example.de>
Assignee	Jonas Becker <jonas@acme-support.test>
Created	2025-01-22 10:15 (UTC+01:00)
Closed	2025-01-25 04:55 (UTC+01:00) by Jonas Becker
Last updated	2025-01-25 04:55 (UTC+01:00)
Tags	login
Order ID	ORD-1004
Threads	61 exported (1 internal note)
Attachments	None

Conversation history (oldest first)

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 10:15 (UTC+01:00)

To: support@acme.test
CC: legal@example.com

Hi there,
I can't access my account since yesterday. Here is the log: https://status.example.com/incidents/aVeryLongTokenWithoutAnyBreaksThatShouldWrapNicelyInsideThePdfDocument1234567890abcdef
Thanks,
Lena

2025-01-22 10:20 (UTC+01:00) Assigned to Jonas Becker — Ayla Demir

INTERNAL NOTE **Jonas Becker <jonas@acme-support.test>** 2025-01-22 10:35 (UTC+01:00)

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

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 11:15 (UTC+01:00)

To: lena.mueller@example.de
Opened by customer: 2025-01-22 11:45 (UTC+01:00)

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

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 12:15 (UTC+01:00)

Follow-up 1: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 12:45 (UTC+01:00)

Follow-up 2: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 13:15 (UTC+01:00)

Follow-up 3: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 13:45 (UTC+01:00)

Follow-up 4: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 14:15 (UTC+01:00)

Follow-up 5: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 14:45 (UTC+01:00)

Follow-up 6: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 15:15 (UTC+01:00)

Follow-up 7: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 15:45 (UTC+01:00)

Follow-up 8: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 16:15 (UTC+01:00)

Follow-up 9: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 16:45 (UTC+01:00)

Follow-up 10: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 17:15 (UTC+01:00)

Follow-up 11: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 17:45 (UTC+01:00)

Follow-up 12: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 18:15 (UTC+01:00)

Follow-up 13: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 18:45 (UTC+01:00)

Follow-up 14: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 19:15 (UTC+01:00)

Follow-up 15: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 19:45 (UTC+01:00)

Follow-up 16: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 20:15 (UTC+01:00)

Follow-up 17: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 20:45 (UTC+01:00)

Follow-up 18: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 21:15 (UTC+01:00)

Follow-up 19: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 21:45 (UTC+01:00)

Follow-up 20: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 22:15 (UTC+01:00)

Follow-up 21: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 22:45 (UTC+01:00)

Follow-up 22: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-22 23:15 (UTC+01:00)

Follow-up 23: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-22 23:45 (UTC+01:00)

Follow-up 24: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 00:15 (UTC+01:00)

Follow-up 25: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 00:45 (UTC+01:00)

Follow-up 26: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 01:15 (UTC+01:00)

Follow-up 27: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 01:45 (UTC+01:00)

Follow-up 28: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 02:15 (UTC+01:00)

Follow-up 29: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 02:45 (UTC+01:00)

Follow-up 30: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 03:15 (UTC+01:00)

Follow-up 31: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 03:45 (UTC+01:00)

Follow-up 32: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 04:15 (UTC+01:00)

Follow-up 33: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 04:45 (UTC+01:00)

Follow-up 34: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 05:15 (UTC+01:00)

Follow-up 35: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 05:45 (UTC+01:00)

Follow-up 36: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 06:15 (UTC+01:00)

Follow-up 37: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 06:45 (UTC+01:00)

Follow-up 38: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 07:15 (UTC+01:00)

Follow-up 39: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 07:45 (UTC+01:00)

Follow-up 40: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 08:15 (UTC+01:00)

Follow-up 41: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 08:45 (UTC+01:00)

Follow-up 42: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 09:15 (UTC+01:00)

Follow-up 43: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 09:45 (UTC+01:00)

Follow-up 44: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 10:15 (UTC+01:00)

Follow-up 45: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 10:45 (UTC+01:00)

Follow-up 46: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 11:15 (UTC+01:00)

Follow-up 47: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 11:45 (UTC+01:00)

Follow-up 48: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 12:15 (UTC+01:00)

Follow-up 49: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 12:45 (UTC+01:00)

Follow-up 50: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 13:15 (UTC+01:00)

Follow-up 51: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 13:45 (UTC+01:00)

Follow-up 52: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 14:15 (UTC+01:00)

Follow-up 53: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 14:45 (UTC+01:00)

Follow-up 54: still waiting on the courier.

CUSTOMER **Lena Müller <lena.mueller@example.de>** 2025-01-23 15:15 (UTC+01:00)

Follow-up 55: still waiting on the courier.

REPLY **Jonas Becker <jonas@acme-support.test>** 2025-01-23 15:45 (UTC+01:00)

Follow-up 56: still waiting on the courier.

2025-01-25 04:55 (UTC+01:00) Status changed to Closed — Jonas Becker

Archive record: generated 2026-10-03 11:00 (UTC+02:00) from data returned by the Help Scout Inbox API for conversation ID 3000004. 59 message thread(s) including 1 internal note(s) and activity entries. Drafts are not included. Times shown in Europe/Berlin.