

(no subject)

Conversation	#1007 (ID 3000006)
Mailbox	Support (demo)
Status	pending
Type	email
Customer	Sam Carter <sam@example.com>
Assignee	Jonas Becker <jonas@acme-support.test>
Created	2025-02-01 10:15 (UTC+01:00)
Last updated	2025-02-04 04:55 (UTC+01:00)
Tags	login
Order ID	ORD-1006
Threads	5 exported (1 internal note)
Attachments	None

Conversation history (oldest first)

CUSTOMER

Sam Carter <sam@example.com>

2025-02-01 10:15 (UTC+01:00)

To: support@acme.test

Hallo,

ich habe am 12.03. bestellt und möchte eine Rückerstattung. Details: Bestellung 55 (<https://shop.example.de/orders/55>).

• Artikel: Größe 42

• Preis: 49,00 €

Danke & Grüße

Lena

2025-02-01 10:20 (UTC+01:00)

Assigned to Jonas Becker — Ayla Demir

INTERNAL NOTE

Jonas Becker <jonas@acme-support.test>

2025-02-01 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>

2025-02-01 11:15 (UTC+01:00)

To: sam@example.com

BCC: archive@acme.test

Opened by customer: 2025-02-01 11:45 (UTC+01:00)

Hi Sam,

Thanks for reaching out — I've processed this for you.

> Original message from Sam:

> > nested quote line

Best,

Jonas

2025-02-04 04:55 (UTC+01:00)

Status changed to Closed — Jonas Becker