

Refund request for order #55

Conversation	#1009 (ID 3000008)
Mailbox	Support (demo)
Status	closed
Type	phone
Customer	Lena Müller <lena.mueller@example.de>
Assignee	Jonas Becker <jonas@acme-support.test>
Created	2025-02-11 10:15 (UTC+01:00)
Closed	2025-02-14 04:55 (UTC+01:00) by Jonas Becker
Last updated	2025-02-14 04:55 (UTC+01:00)
Tags	login
Order ID	ORD-1008
Threads	5 exported (1 internal note)
Attachments	None

Conversation history (oldest first)

PHONE

Lena Müller <lena.mueller@example.de>

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/aVeryLongTo kenWithoutAnyBreaksThatShouldWrapNicelyInsideThePdfDocument1234567890abcdef>

Thanks,

Lena

2025-02-11 10:15 (UTC+01:00)

2025-02-11 10:20 (UTC+01:00)

Assigned to Jonas Becker — Ayla Demir

INTERNAL NOTE

Jonas Becker <jonas@acme-support.test>

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

2025-02-11 10:35 (UTC+01:00)

REPLY

Jonas Becker <jonas@acme-support.test>

To: lena.mueller@example.de

Opened by customer: 2025-02-11 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

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

2025-02-14 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 3000008. 3 message thread(s) including 1 internal note(s) and activity entries. Drafts are not included. Times shown in Europe/Berlin.