

Sipariş iadesi hakkında (ğüşİöç İ)

Conversation	#1011 (ID 3000010)
Mailbox	Support (demo)
Status	pending
Type	email
Customer	Sam Carter <sam@example.com>
Assignee	Jonas Becker <jonas@acme-support.test>
Created	2025-02-21 10:15 (UTC+01:00)
Last updated	2025-02-24 04:55 (UTC+01:00)
Tags	login
Order ID	ORD-1010
Threads	5 exported (1 internal note)
Attachments	3 (2 saved in this archive)

Conversation history (oldest first)

CUSTOMER

Sam Carter <sam@example.com>

2025-02-21 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,

Sam

Attachments

- screenshot.png (72 B) — saved as attachments/1011/70007-screenshot.png
- Sipariş notu.txt (57 B) — saved as attachments/1011/70008-Sipariş notu.txt

2025-02-21 10:20 (UTC+01:00)

Assigned to Jonas Becker — Ayla Demir

INTERNAL NOTE

Jonas Becker <jonas@acme-support.test>

2025-02-21 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>

2025-02-21 11:15 (UTC+01:00)

To: sam@example.com

Opened by customer: 2025-02-21 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

Attachments

- recording.mp4 (30.0 MB) — not included (larger than the size limit)

2025-02-24 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 3000010. 3 message thread(s) including 1 internal note(s) and activity entries. Drafts are not included. Times shown in Europe/Berlin.