

CloudQAtest

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[kbct 13/02](#) - [\(0\) تعليقات](#) - Agent007 RAW - 2024-06-12

Test kb article 13/02

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The screenshot displays the Deskpro interface for a ticket titled "when hd in cc" (ID: 3126). The ticket is currently "Awaiting Agent". The interface is divided into several sections:

- Tickets (Left Sidebar):** Lists various queues and agents, including "Unassigned" (4), "Adam Last" (1), "Agent A" (4), "Agent B" (3), "Ashley Dawson" (1), "Avanish" (2), "David" (1), "Guinea Pig" (1), "James Godwin" (1), "Jazz gocon" (2), and "Saurav" (1).
- Ticket Details (Center):** Shows the ticket title "when hd in cc", ID "3126", and status "Awaiting Agent". It lists the agent "A- Test user" (tester.desk12@gmail.com) and other users in the CC: "Testing" (tester.desk100@gmail.com) and "testerdesk77@gmail.com".
- Messages (Right Panel):** Displays an email message from "A- Test user" (tester.desk12@gmail.com) with CCs: "testerdesk77@gmail.com" and "Testing (tester.desk100@gmail.com)". The message content includes a test scenario: "1. When HD is CC'd on an email Then" followed by a list of expected outcomes: "Emails main recipient it created as user & listed on message as To:", "Other CC on email are created as users & listed on message as Ccs:", and "Helpdesk is listed as a CC".
- Agent Notes (Bottom Right):** Shows a note titled "AGENT NOTE" with the content "new trigger2jl test".

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