

CloudQATest

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Article as draft 13/02

kbct 13/02 - (.) 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 interface is divided into several sections:

- Tickets:** A sidebar on the left shows a list of tickets with columns for Queues, MY INBOX, Mine (14), I'm Following (6), My Team's (29), Unassigned (4), and various agents like Adam Last, Agent A, Agent B, Ashley Dawson, Avani, David, Guinea Pig, James Godwin, Jazz gocon, and Saurav.
- Ticket Details:** The main area shows the ticket title "when hd in cc" with a status of "Awaiting Agent" and 1 follower. It lists the agent "A- Test user" (tester.desk12@gmail.com) and the team "Testing" (tester.desk100@gamil.com). The ticket is assigned to "A- Test user" (tester.desk12@gmail.com) and has a "Next event" of 4 mins.
- Messages:** An email message is shown with the subject "1. When HD is CC'd on an email" and the body text: "Then" followed by a list of points: "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:** An agent note is visible with the text "new trigger2jl test".

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