

CloudQATest

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13/02 - kbct (.) تعليقات - Agent007 RAW - 2024-06-12

13/02 article kb Test

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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", "I'm Following", "My Team's", "Unassigned", 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 includes a table for "Agent", "Team", and "Followers" with associated wait times: "4 mins Next event", "2 mins Ticket Open", and "2 mins User Waiting".
- USER & CC'S:** A section listing the user "A- Test user" (tester.desk12@gmail.com) and two carbon copies: "Testing" (tester.desk100@gamil.com) and "testerdesk77@gmail.com" (testerdesk77@gmail.com).
- Messages:** An email message is displayed with the subject "1. When HD is CC'd on an email" and the body text: "Then" followed by a bulleted list: "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 NOTE:** A note titled "new trigger2jl test" is visible below the message.

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