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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 includes a left-hand navigation menu with "Tickets" and "Queues" sections. The main content area shows the ticket details, including a table of metrics (Agent, Team, Followers) and a list of users and CCs. An email message is visible, with the subject "A- Test user (tester.desk12@gmail.com)" and a body containing a test scenario: "1. When HD is CC'd on an email Then" followed by three bullet 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". Below the email, there are two "AGENT NOTE" entries, one of which says "new trigger2jl test". The interface also shows a "Messages" tab and a "History" tab.

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