

# CloudQAtest

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## Article as draft 13/02

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

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 Sidebar:** Lists various queues and agents, including "MY INBOX", "Mine" (14), "I'm Following" (6), "My Team's" (29), "Unassigned" (4), and several agents like "Adam Last", "Agent A", "Agent B", "Ashley Dawson", "Avanish", "David", "Guinea Pig", "James Godwin", "Jazz gocon", and "Saurav".
- Ticket Details:** Shows the ticket title "when hd in cc", ID "3126", and status "Awaiting Agent". It includes a table for "Agent", "Team", and "Followers". Below this, it lists "USER & CC'S" with "A- Test user" (tester.desk12@gmail.com) as the main recipient and "Testing" (tester.desk100@gamil.com) and "testerdesk77@gmail.com" as CCs. It also shows "Ref: 1965633", "Brand: Default", "Department: Support", and "Language: English".
- Messages:** Displays an email message from "A- Test user" (tester.desk12@gmail.com) with CCs "testerdesk77@gmail.com" and "Testing (tester.desk100@gamil.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:** Shows a note titled "new trigger2jl test" with a "Jump to most recent" dropdown.

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