

CloudQATest1

Cronfa Wybdoaeth > kbct 13/02 > Article as draft 13/02

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Agent007 RAW - 2024-06-12 - Sylwadau (0) - kbct 13/02

Test kb article 13/02

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The screenshot displays the Deskpro interface. On the left, a sidebar shows a list of agents: Mine (14), I'm Following (6), My Team's (29), 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 (Deskpro). The main area shows a ticket titled 'when hd in cc' with a status of 'Awaiting Agent' and a count of 1. Below this, a table lists agents and their status: Agent A (4 mins Next event), Agent B (2 mins Ticket Open), and Ashley Dawson (2 mins User Waiting). The 'USER & CC'S' section lists: A- Test user (tester.desk12@gmail.com), Testing (tester.desk100@gmail.com), and testerdesk77@gmail.com (testerdesk77@gmail.com). The 'Ref' is 1965633, 'Brand' is Default, 'Department' is Support, and 'Language' is English. The 'Messages' tab is active, showing an email from A- Test user (tester.desk12@gmail.com) to testerdesk77@gmail.com and Testing (tester.desk100@gmail.com). The email content includes a step: '1. When HD is CC'd on an email Then' with sub-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, an 'AGENT NOTE' section shows 'new trigger2jl test' and a 'Jump to most recent' dropdown.

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