

CloudQAtest

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

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The screenshot displays the Deskpro helpdesk interface. On the left is a sidebar with a 'Tickets' section containing a 'MY INBOX' and a list of agents and their counts. The main area shows a ticket titled 'when hd in cc' (ID 3126) in an 'Awaiting Agent' state. The ticket details include a 'Next event' of 4 mins, 'Ticket Open' in 2 mins, and 'User Waiting' for 2 mins. Below this, the 'USER & CC'S' section lists the user 'A- Test user' and two CCs: 'Testing' and 'testerdesk77@gmail.com'. The 'Messages' tab is active, showing an email from 'A- Test user' with CCs 'testerdesk77@gmail.com' and 'Testing'. The email content contains 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 is an 'AGENT NOTE' with the text 'new trigger2jl test'. The interface also shows a 'History' tab and a 'Write a message...' input field at the bottom.

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