

CloudQAtest

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Agent007 RAW - 2024-06-12 - Kommentare (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 interface is divided into several sections:

- Tickets:** A sidebar on the left shows a list of tickets with categories like "Queues", "MY INBOX", "Mine", "I'm Following", "My Team's", "Unassigned", and a list of agents (Adam Last, Agent A, Agent B, Ashley Dawson, Avanih, David, Guinea Pig, James Godwin, Jazz gocon, Saurav).
- Ticket Details:** The main area shows the ticket title "when hd in cc" with a status of "Awaiting Agent" and a count of 1. It includes a table for "Agent", "Team", and "Followers". Below this, it shows "USER & CC'S" with the main user "A- Test user (tester.desk12@gmail.com)" and two CCs: "Testing (tester.desk100@gamil.com)" and "testerdesk77@gmail.com <testerdesk77@gmail.com>".
- Messages:** The right pane shows 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 rule: "1. When HD is CC'd on an email Then" followed by a list of actions: "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:** Below the message, there is an agent note with the text "new trigger2jl test".

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