

CloudQAtest

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Agent007 RAW - 2024-06-12 - Σχόλια (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 lists various queues and agents, including "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" (1).
- 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 lists the agent "A- Test user" (tester.desk12@gmail.com) and the team "Testing" (tester.desk100@gamil.com). The ticket is assigned to "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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