

CloudQAtest1

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

Test kb article 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 'Queues' list (Mine: 14, I'm Following: 6, My Team's: 29) and an 'Unassigned' queue with 4 tickets. Below this is a list of agents: Adam Last (1), Agent A (4), Agent B (3), Ashley Dawson (1), Avaniash (2), David (1), Guinea Pig (1), James Godwin (1), Jazz gocon (2), and Saurav (4). The main panel shows a ticket titled 'when hd in cc' (ID 3126) with a 'Follower' status. The ticket is currently 'Awaiting Agent'. It lists the user 'A- Test user' (tester.desk12@gmail.com) and two CCs: 'Testing' (tester.desk100@gmail.com) and 'testerdesk77@gmail.com'. The ticket has a reference number 1965633, brand 'Default', department 'Support', and language 'English'. The right panel shows the 'Messages' tab with an email from 'A- Test user' to 'testerdesk77@gmail.com' and 'Testing' (tester.desk100@gmail.com). The email body 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' section with the text 'new trigger2jl test' and a 'Jump to most recent' dropdown.

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