

CloudQATest

Knowledgebase > kbct 13/02 > Article as draft 13/02

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

Test kb article 13/02

Edit article content

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, Avani, 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 lists the agent "A- Test user" (tester.desk12@gmail.com) and the team "Support".
- Messages:** A section on the right shows an email message from "A- Test user" (tester.desk12@gmail.com) with a subject "when hd in cc". The message body contains 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 titled "new trigger2jl test".

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