

CloudQATest

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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 interface. On the left, a sidebar shows a 'Tickets' section with a list of queues and agents. The main content area is divided into two tabs: 'Messages' and 'History'. The 'Messages' tab is active, showing an email message from 'A- Test user (tester.desk12@gmail.com)' with a subject line 'when hd in cc'. The message body contains a list of instructions for handling the ticket. Below the message, there is an 'AGENT NOTE' section with a text input field and a 'Jump to most recent' dropdown menu. The bottom of the interface shows a 'Write a message...' text area.

Tickets

Queues

MY INBOX

Mine 14

I'm Following 6

My Team's 29

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

Saurav 1

Deskpro

when hd in cc

3126

Follower

Show

+ Add

Delete

Lock

Macro

Follow Up

More

Messages

History

EMAIL

2 mins #1

A- Test user (tester.desk12@gmail.com)

Cc (1): testerdesk77@gmail.com

Testing (tester.desk100@gmail.com)

1. When HD is CC'd on an email

Then

- 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:
- Helpdesk is listed as a CC

AGENT NOTE

2 mins #2

new trigger2jl test

Jump to most recent

Write a message...

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