

CloudQAtest

Base de connaissances > kbct 13/02 > Article as draft 13/02

Article as draft 13/02

Agent007 RAW - 2024-06-12 - Commentaire (1) - 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 lists various queues and agents. The "Unassigned" queue has 4 tickets, and "Agent A" has 4.
- Ticket Details:** The main area shows the ticket "when hd in cc" with a status of "Awaiting Agent" and 1 ticket. It lists the agent "A- Test user" (tester.desk12@gmail.com) and the team "Support".
- Messages:** A message from "A- Test user" (tester.desk12@gmail.com) is shown, with CCs: "testerdesk77@gmail.com" and "Testing (tester.desk100@gamil.com)".
- AGENT NOTE:** A note titled "new trigger2jl test" is visible.
- AGENT NOTE:** A note titled "1. When HD is CC'd on an email" with a "Then" section containing 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:
 - Helpdesk is listed as a CC

Contenu lié

- [Add test article](#)
- [QA reported a bug to check smoke test](#)
- [Soil](#)
- [Test Chapter](#)