

CloudQATest

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Agent007 RAW - 2024-06-12 - Comment (1) - kbct 13/02

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The screenshot displays the Deskpro interface. On the left, the 'Tickets' sidebar shows a list of queues and agents. The main area shows a ticket titled 'when hd in cc' with a status of 'Awaiting Agent'. The ticket details include a user 'A- Test user' and several email addresses in the 'Cc' field. The 'Messages' tab is active, showing an email message from 'A- Test user' with a subject line '1. When HD is CC'd on an email'. Below the message, there are two 'AGENT NOTE' sections. The first note contains a list of instructions: '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'. The second note contains the text 'new trigger2jl test'. The interface also shows a 'History' tab and a 'Write a message...' input field at the bottom.

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