

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 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 tickets.
- Ticket Details:** The main area shows the ticket title "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 a subject "when hd in cc" and a body containing a test scenario: "1. When HD is CC'd on an email Then" followed by a list of expected outcomes: "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 Notes:** An agent note titled "new trigger2jl test" is visible below the message.

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