

CloudQATest

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

Test kb article 13/02

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The screenshot displays the Deskpro helpdesk interface. On the left, there is a sidebar with 'Tickets' and 'Queues' sections. The 'Tickets' section shows a list of agents and their counts: 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), and Saurav (1). The 'Queues' section shows 'MY INBOX' with a sub-menu for 'Unassigned' (4). The main content area shows a ticket titled 'when hd in cc' with ID 3126. The ticket is currently 'Awaiting Agent'. Below this, there is a table with columns 'Agent', 'Team', and 'Followers'. The 'Agent' column shows 'A- Test user (tester.desk12@gmail.com)' with a '4 mins Next event' timer. The 'Team' column shows '2 mins Ticket Open' timer. The 'Followers' column shows '2 mins User Waiting' timer. Below the table, there is a 'USER & CC'S' section listing 'A- Test user (tester.desk12@gmail.com)', 'Testing <tester.desk100@gamil.com>', and 'testerdesk77@gmail.com <testerdesk77@gmail.com>'. The ticket also has a reference number '1965633', brand 'Default', department 'Support', and language 'English'. On the right, there is a 'Messages' section showing an email message from 'A- Test user (tester.desk12@gmail.com)' with CCs 'testerdesk77@gmail.com' and 'Testing (tester.desk100@gamil.com)'. The email content includes a trigger rule: '1. When HD is CC'd on an email Then' followed by three bullet points: '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'. Below the email, there is an 'AGENT NOTE' section with the text 'new trigger2jl test' and a 'Jump to most recent' dropdown menu.

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