

CloudQAtest

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Test kb article 13/02

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The screenshot displays the Deskpro helpdesk interface. On the left is a sidebar with 'Tickets' and a list of agents. The main area shows a ticket titled 'when hd in cc' (ID 3126) in an 'Awaiting Agent' state. The ticket details include a table of timers (4 mins Next event, 2 mins Ticket Open, 2 mins User Waiting) and a list of users and CCs: 'A- Test user' (tester.desk12@gmail.com), 'Testing' (tester.desk100@gamil.com), and 'testerdesk77@gmail.com'. Below this is an email message from 'A- Test user' with CCs 'testerdesk77@gmail.com' and 'Testing (tester.desk100@gamil.com)'. The email content contains a test scenario: '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 are two 'AGENT NOTE' entries: 'new trigger2jl test' and 'Jump to most recent'. The interface also shows a 'Messages' tab and a 'History' tab.

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