

Justin Pope

From: Service Desk
Sent: Friday, May 5, 2023 1:40 PM
To: Justin Pope
Subject: [Request ID :##34810##] : RE: [Request ID :##34810##] : Customer Service Rep - job update - Is appended with requester reply.

Requestor: Richard Bentley
Created Date: Dec 14, 2022 04:17 PM
Due By Date:

Description:

Hi Justin.

Yes, this is what is needed.

Thanks, Richard

Richard Bentley
Systems Analyst
RichardB@gabriellawhite.com

GABRIELLA

3140 Pelham Parkway, Pelham, AL 35214

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We have recently switched our sending email address from Summerclassics.com to GabriellaWhite.com to better align with our company structure. To learn more, visit GabriellaWhite.com.

From: Service Desk <ServiceDesk@gabriellawhite.com>
Sent: Friday, May 5, 2023 11:37 AM
To: Richard Bentley <RichardB@gabriellawhite.com>

Cc: Service Desk <ServiceDesk@gabriellawhite.com>; Ben Erickson <Ben@gabriellawhite.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

Richard,

Attached is an updated Test plan.

Let me know if this is what is wanted.

Assigned Technician: Justin Pope

Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000021511111/details>

For review, here's the original request:

Ok, I added the custom field back to the Azure environment.

Field definition	
Caption	Include in CSR List
Field name	INCCSR
Column name	IncludeInCsrList
Field type	Alpha
Field length	1
Decimals	0
Default	N
Field validation	
Validation	List
Configure	Edit

Richard Bentley
Systems Analyst
RichardB@gabriellawhite.com

GABRIEL

3140 Pelham Parkway, Pelham, AL 35214

Our Family of Brands:



We have recently switched our sending email address from Summerclassics.com to GabriellaWhite.com to better align with GabriellaWhite.com.

From: Service Desk <ServiceDesk@gabriellawhite.com>

Sent: Friday, May 5, 2023 8:47 AM

To: Richard Bentley <RichardB@gabriellawhite.com>

Cc: Ben Erickson <Ben@gabriellawhite.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

Richard,

I'm trying to get this completed. Can I get you to add the IncludeInCsr column in Azure Dev environment. Once you can do this I can send you an update to the test plan.

Assigned Technician: Justin Pope

Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000021511111/details>

For review, here's the original request:

Hi Justin.

I have updated Azure test with the new custom form field in the AdmOperator+ table and populated the data. The field name is AdmOperator+.IncludeInCsrList.

When you have some time can you update the SQL job to pull the CSR name and email from Syspro.

I included a sample query.

Let me know if you have any questions.

Thank you.

Richard Bentley
Systems Analyst

RichardB@summerclassics.com
[3140 Pelham Parkway, Pelham, AL 35214](#)

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From: Ben Erickson <ben@summerclassics.com>

Sent: Friday, March 24, 2023 2:17 PM

To: Richard Bentley <RichardB@summerclassics.com>; Service Desk <ServiceDesk@summerclassics.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

That looks correct to me. I'm also good with deleting any admOperator+ records that do not have a matching AdmOperator. Possibly was a V7 issue, but could test that as well in Azure.

Ben Erickson
Vice President of Information Technology

ben@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35124
Telephone: 205-358-9295

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From: Richard Bentley <RichardB@summerclassics.com>

Sent: Friday, March 24, 2023 1:39 PM

To: Ben Erickson <ben@summerclassics.com>; Service Desk <ServiceDesk@summerclassics.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

I will go with adding the new custom form field to the AdmOperator+ table.

I did a query on the Product_Info table and AdmOperator table and marked in the attached Excel if you want to verify. I did put a "Y" for users in the "CSR*" groups.

Also, I noticed that operators that get removed from the AdmOperator table **are not** getting removed from the AdmOperator+ table. Should I clean up?

If this looks good I will add in Azure Test and update so, Justin can change the stored procedure and test.

Field Properties	
Save Field	
Field definition	
Caption	Include in CSR List
Field name	INCCSR
Column name	IncludeInCsrList
Field type	Alpha
Field length	1
Decimals	0
Default	N
Field validation	
Validation	Lookup (not mandatory)
Configure	Edit

Richard Bentley Systems Analyst

RichardB@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35214

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From: Ben Erickson <ben@summerclassics.com>

Sent: Tuesday, March 21, 2023 4:05 PM

To: Richard Bentley <RichardB@summerclassics.com>; Service Desk <ServiceDesk@summerclassics.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

Alternatively, we could add a new Operator customer form field for "IncludeInCsrList" and pull all operators with a Y.

Ben Erickson Vice President of Information Technology

ben@summerclassics.com
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From: Ben Erickson

Sent: Tuesday, March 21, 2023 4:03 PM

To: Richard Bentley <RichardB@summerclassics.com>; Service Desk <ServiceDesk@summerclassics.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

I would recommend using the below to get the list for the table instead of Active Directory. Then Richard could create a Syspro Login for the “Gabby CSR” email that would be assigned a customer service role. Probably best to make this a little smarter by having a reference table for possible roles so when we add some there would be no code changes.

```
SELECT [Name]

      ,[Email]

FROM [Sysprodb7].[dbo].[AdmOperator]

WHERE [Role1] IN ('007','101','006')

      OR [Role2] IN ('007','101','006')

      OR [Role3] IN ('007','101','006')

      OR [Role4] IN ('007','101','006')

      OR [Role5] IN ('007','101','006')
```

Ben Erickson
Vice President of Information Technology

ben@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35124
Telephone: 205-358-9295

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From: Ben Erickson

Sent: Monday, March 20, 2023 9:38 AM

To: Richard Bentley <RichardB@summerclassics.com>; Service Desk <ServiceDesk@summerclassics.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

Yes, it would need to match what we're storing in the CustomerServiceRep field which should be the user's display name with the exception of this Generic Gabby CSR one. So I was thinking we could just create a Gabby CSR login in Syspro that is never used (doesn't even have to be fully setup) and have it assigned to one of the CSR roles.

Ben Erickson
Vice President of Information Technology

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Telephone: 205-358-9295

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From: Richard Bentley <RichardB@summerclassics.com>

Sent: Monday, March 20, 2023 9:33 AM

To: Ben Erickson <ben@summerclassics.com>; Service Desk <ServiceDesk@summerclassics.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

I was thinking that the CustomerServiceRep field in the product info table needs to be "Gabby CSR" like what is assigned in Syspro for the CustomerServiceRep field instead of the individual names?

Product Info table

CustomerServiceRep	EmailAddress
Gabby CSR	gabbycustomerservice@summerclassics.com

Syspro Customer

Customer	Name	CustomerServiceRep
1101230	BEDSIDE MANOR	Gabby CSR
1101303	CAROLINA LANTERNS	Gabby CSR
1101333	COASTAL CHIC	Gabby CSR
1101407	DESIGN WORKS STUDIO	Gabby CSR

Richard Bentley
Systems Analyst

RichardB@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35214

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From: Ben Erickson <ben@summerclassics.com>

Sent: Monday, March 20, 2023 9:12 AM

To: Service Desk <ServiceDesk@summerclassics.com>; Richard Bentley <RichardB@summerclassics.com>

Subject: RE: [Request ID :##34810##] : Customer Service Rep - job update

There are a lot of names in that output that are not customer service (probably ¾ or more). Guessing we need a different user group or alternatively now that Syspro is storing the user data in SQL, we could look at [Sysprodb7].[dbo].[AdmOperator] We could have a table with a list of Syspro role numbers and bring back any operators with those role numbers in the Role1 – Role5 fields.

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Vice President of Information Technology

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From: Service Desk <ServiceDesk@summerclassics.com>

Sent: Friday, March 17, 2023 4:57 PM

To: Richard Bentley <RichardB@summerclassics.com>; Ben Erickson <ben@summerclassics.com>

Subject: Re: [Request ID :##34810##] : Customer Service Rep - job update

Ben,

Reaching out to you just to validate the work happening here.

Attached is the test plan.

Please reach out if further information is required.

Assigned Technician: Justin Pope

Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/3490400002151111/details>

For review, here's the original request:

We have a request to use an email distribution list name for some of the customer service reps in Syspro.

There is a job that runs twice a day that is removing the distribution list named
“gabbycustomerservice@summerclassics.com” from the Product Info table “ProductInfo.dbo.CustomerServiceRep”.

I need this distribution list name to remain in the table.

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000021511111/details>