

- it_ticket_number: IT-093
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_rootcause: Create subregions & Update SFDC Subregion for some users
request_details: |
Hello,
Further to CPM-12122-7882, it seems new SFDC Regions NAC - Major and NAC - Regional Cab were created without SFDC Subregion.
Could you please create them same name as the Regions and apply them to the Users belonging to those SFDC Regions?
Thanks
title: Add SFDC Subregions to new SFDC Regions NAC - Majors and NAC - Regional Cab
keywords: SFDC Regions, Subregion, User access
generalized_request_summary: Create SFDC Subregions and assign to users for new SFDC Regions.

- it_ticket_number: IT-096
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Analysis of report data
request_details: |
Hello,
Based on my report "Booked-Debooked checks Vs Tableau"
X/Report/00O4u/view?queryScope=userFolders, it seems the fields "Owner SFDC Region" and "Owner SFDC Subregion" do not always get populated at time of booking.
Could you please check what is happening and correct it?
title: New "Owner SFDC Region" and "Owner SFDC Subregion" are not always populated
keywords: SFDC Region, SFDC Subregion, population issue, report, booking
generalized_request_summary: Investigate and correct non-population of Owner SFDC Region/Subregion fields on booking.

- it_ticket_number: IT-101
project_category: Salesforce
record_type: General Support
sub_record_type: ""

resolution_or_rootcause: Data Update

request_details: |

For the Mac address issue, need to remove the record AQ0ZQ4u00000R998LJAD or move it to In repair.

title: Remove record

keywords: Mac address, record removal, In repair

generalized_request_summary: Remove or move a specific record related to a Mac address issue.

- it_ticket_number: IT-103

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Explanation on Forecast Categ update

request_details: |

Hi, I need to be able to change the forecast category pipe line121, best case, commit of my team members. I need to have this available TODAY. Thanks

title: Can't change forecast category of my team's opps

keywords: Forecast category, pipeline, best case, commit, opportunity, team members

generalized_request_summary: Enable user to change forecast category for their team's opportunities.

- it_ticket_number: IT-104

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: dONE

request_details: |

Hello,

I would like to update the "Manager" field of the Sales Users.

I tried to create a report for this but it doesn't seem all the fields are available in the report type "Users". So could you please provide me with an extraction with the following infoMRA-tion:

-User 1218 digit ID

- First Name
- Last Name
- Role
- Profile
- Title
- Manager
- SFDC Region
- SFDC Subregion

And I would like a filter on Active Users only and another one on Profile, with the following Profiles only please:

- Harmic Sales User with Margin
- Harmic Non US Sales User
- Harmic North America Sales User

Thanks

title: Update Manager field of Sales Users

keywords: Manager field, Sales Users, User report, User profiles, data extraction

generalized_request_summary: Extract user data for Sales Profiles to update Manager field.

- it_ticket_number: IT-106
- project_category: Salesforce
- record_type: General Support
- sub_record_type: ""
- resolution_or_rootcause: Data Update
- request_details: |

Hello,

Further to Bent Ley's departure, the ownership of his Accounts and Open Opportunities need to be updated. You will find the lists attached.

-Account tab : All Accounts need to now have Julius as Owner. All Open Opportunities related to these Accounts and that belong also to Benoit need to be changed for Julius as well all Open Opportunities with a different owner should remain as they are

-Open Opps tab : For each opportunity, you will have in column H the new owner

Please let me know if you have questions.

title: Change owner for Bent Ley's Accounts and Open Opportunities

keywords: Account ownership, Opportunity ownership, user departure

generalized_request_summary: Transfer ownership of Accounts and Open Opportunities from Bent Ley to Julius.

- it_ticket_number: IT-108
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Data Update
request_details: |
 Hi CPM-12122 team
 Need to clean 550 records all is explain in column M.
 Most of record to update are 201219 records, but also have 2024 shipment. Could analyze why Parent ID, Parent Part Number and Parent Serial Number are missing.
 title: Cleaning Installed Base records
 keywords: Installed Base, data cleaning, Parent ID, Parent Part Number, Parent Serial Number
 generalized_request_summary: Clean 550 Installed Base records and investigate missing parent IDs/part numbers/serial numbers.

- it_ticket_number: IT-111
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: User never provided input
request_details: |
 Worldwide Supply / Mediatti
 SAL Renewal SO 121026725
 WIDE SUP LT - US91213885
 WIDE SUP LT - US91213886
 The renewal opportunity was not created. It points back to a previous renewal opp.
 Please review and confirm.
 title: Renewal opp not created
 keywords: SAL Renewal, renewal opportunity, not created, subscription
 generalized_request_summary: Investigate why a renewal opportunity was not created for a specific SAL.

- it_ticket_number: IT-112
project_category: Salesforce

record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Merge accounts
request_details: |

Hello,

Could you please merge this account HXXe ShXXX NeXXXk with HCXXI LC 12170000ld8MXXAI0g0012170000ld8MXXAIgRURrAAO and keep HCXXI LC as main account?

The Account Owner should be Christ Yok please.

title: Merge HXXe ShXXX NeXXXk Account with HCXXI LC

keywords: Account merge, duplicate account, account ownership

generalized_request_summary: Merge two specified accounts, keeping one as the main, and set the owner.

- it_ticket_number: IT-113

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Data Update

request_details: |

Hello,

Could you please update the Manager field for all Sales Users according to the file attached?

Also, could you please make sure the correct User is selected as Manager?

At least some of the people in Julius's team have the wrong Julius user as Manager.

We need to have the correct users set up so that the Manager view in Gridbuxxy works.

Thanks

title: Update Manager field for Sales Users

keywords: Manager field, Sales Users, Gridbuxxy, data update

generalized_request_summary: Update Manager fields for Sales Users to ensure correct Gridbuxxy functionality.

- it_ticket_number: IT-116
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Update account owner
request_details: |
 Change the owner at CabMAS TELENCOMPS account. I'm the account manager.
 account ID 170000ld8MA980000000
title: Change account owner
keywords: Account owner, account management
generalized_request_summary: Change the owner of a specific account.

- it_ticket_number: IT-118
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Report
request_details: |
 Add the primary quote number to SAL Opportunities closing this FQ report,
X/Report/00O4u000wqr/view?queryScope=userFolders
title: Primary quote number
keywords: Report modification, SAL Opportunities, primary quote number
generalized_request_summary: Add primary quote number field to a specified report.

- it_ticket_number: IT-120
project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Update PPR Region

request_details: |

PPRs generated by Nels do no show up in my email like other users Eliesi, Mario Beatrice.

They show up from "Nels" instead of "NoReplyXSA@testtestinc.com"

title: PPR "From" incorrect

keywords: PPR, email notifications, sender, "From" address

generalized_request_summary: Correct the "From" email address for PPR notifications from Nels.

- it_ticket_number: IT-121

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Update approver list from Customer Accommodation Approval Process

request_details: |

Please add Hoard Chan to the Customer Accommodation Notifications for both:

Customer Accommodation Requested

Customer Accommodation Decision

Alexanus - I will email you sample emails for the Customer Accommodations

title: Add Hoard Chan to the Customer Accommodation notifications

keywords: Customer Accommodation, notifications, approver list, add user

generalized_request_summary: Add Hoard Chan to Customer Accommodation approval notifications.

- it_ticket_number: IT-122

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_rootcause: Not a bug in SFDC needs the data import by Oracle
request_details: |
SO 1210121799121
Fairnetz
Shipped Oct. 5, 2022, asset not in SFDC
Shipped with no SAL
title: Equipment/Assets not in system
keywords: Asset not in SFDC, shipment, data import, Oracle
generalized_request_summary: Assets shipped via specific SO not appearing in SFDC.

- it_ticket_number: IT-124
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_rootcause: SFDC bug
request_details: |
CSA team lost access for Install Products's Serial Number's "Account LookUp" tab functions.
Please activate it asap and provide root cause.
title: CSA team lost access for Install Products's Serial Number's "Account LookUp" tab
functions. Please activate it asap and provide root cause.
keywords: CSA team, access, Installed Products, Serial Number, Account LookUp, tab
functions
generalized_request_summary: Restore CSA team's access to "Account LookUp" tab
functions for Installed Products' Serial Numbers and identify root cause.

- it_ticket_number: IT-128
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_rootcause: Update forecast hierarchy
request_details: |
Nels is a new hire who replaced David in the Video BU. His new Manager is Diegieno. Could
you add him in Diego's forecast tab in SFDC? Thanks

title: Add Nels in Diegieno forecast tab

keywords: Forecast tab, user access, new hire, forecast hierarchy

generalized_request_summary: Add new hire Nels to Diegieno's forecast tab.

- it_ticket_number: IT-129

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_rootcause: PPR Region

request_details: |

When Nelson is created a PPR automatically he becomes the owner instead of Ron Rabbat, the presales leader in LATAM. This is because Nelson hasn't got any defined PPR region. Could you defined LATAM as PPR region for Nelson to ensure that Ron Rabbat will be the default PPR owner of all his newly created PPRs? Thanks

title: PPR region to be defined for Nels

keywords: PPR, ownership, region, presales, LATAM

generalized_request_summary: Define PPR region for Nels to ensure correct PPR ownership.

- it_ticket_number: IT-139

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Create dashboard folder

request_details: |

Please can you add a Dashboard public Folder named "DAME" ?

title: Add a Dashboard folder

keywords: Dashboard, public folder, DAME

generalized_request_summary: Create a public Dashboard folder named "DAME".

- it_ticket_number: IT-141

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Dates updated

request_details: |

Could you please change the PO expected date of all opties of that report to September 27th
? X/Report/00OVv000AD/view?queryScope=userFolders

title: Change opties PO expected date for a former Sales AM

keywords: PO expected date, opportunity, report, date update

generalized_request_summary: Update PO expected date for opportunities in a specific report.

- it_ticket_number: IT-142

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Account Merge

request_details: |

Hello,

This Account was created directly as a Child Account, without any Parent Account.

Could you please merge it with CH EXXXMEDIEN

12170000ld8MXXAI4u0012170000ld8MXXAIvQVkvAAW and keep the latest as Parent Account?

The Account Owner for Parent and Child Account should be Hoer Schuewa.

Thanks

Emilus

title: Merge Account with CH EXXXMEDIEN

keywords: Account merge, Child Account, Parent Account, account ownership

generalized_request_summary: Merge a child account with a specified parent account and set the owner.

- it_ticket_number: IT-143
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Adding approver to DSL third part creation approval process
request_details: |
 Till now, I'm the approver for "DSL ThirdParty" on EMEA.
 As I'll leave the COMM, please change this to Kaine Richous, the EMEA regional PreSales Director this is the default allocation as per DSL ThirdParty process.
title: DSL approver for ThirdParts : change approval for EMEA
keywords: DSL, approver, ThirdParty, EMEA, change allocation
generalized_request_summary: Change the DSL ThirdParty approver for EMEA to Kaine Richous.

- it_ticket_number: IT-145
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_rootcause: TICKET 294650
request_details: |

Allan, thanks for using the help desk. You can check the status of your ticket 294650 at
X/helpdesk/WebObjects/Helpdesk

[07/09/2024 1218:42 - Dougus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/09/2024 1218:2121 - Allan Nicholson]

Hi all,

can someone give me some help as I have made a post in salesforce chatter but no-one sees the post.

I may be doing something wrong but want to check settings etc.

Allan.

Allan Nicholson

Sr.Director Advertising Solutions and Strategy

M 1- 121 408 242 6493

[image12170000ld8MXXAI.png]

Harmicinc.com

08 Parkway - San Jose CA 00000

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 6,2 KB, 07/09/2024 1218:2121 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyL7MViBJW7J3HVAAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a294650%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20306936.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce chatter - not seeing my post

keywords: Salesforce Chatter, post visibility, settings, access

generalized_request_summary: User unable to see their posts in Salesforce Chatter.

- it_ticket_number: IT-148
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Update Oppty Owner SFDC Subregion
request_details: |
Hello,
Could you please update the Owner SFDC Subregion field for all the opportunities booked in Q2?
All those that currently have Owner SFDC Subregion = EMEA - Southern EPope, EMEA - Scandinavia, Benelux & Poland and EMEA - S & Ireland should be changed to EMEA - Western EPope
This report can be used as reference: X/Report/00OVv000000dc0bMAA/view
Also, could you please make sure all opportunities booked in Q2 with Opportunity Owner = Andrea Lugoboni have Owner SFDC Subregion = EMEA - SaaS Key Accounts?
Thanks
title: Update Owner SFDC Subregion for Q2 Western EPope
keywords: SFDC Subregion, opportunity, Q2, bulk update, EMEA
generalized_request_summary: Bulk update Owner SFDC Subregion for Q2 opportunities based on specific criteria.

- it_ticket_number: IT-150
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Re-create manual sharing of R&D Task because former ones have been wiped out?
request_details: |
Regis Pru POS reported that he has no access to OPS-POS_ABSENCE
some other POS members have the pb too.
It is probably linked to manager changes done in June
Alexanus, could you please help to recreate links ?
Thanks
Yann
title: [SFDC Time Entries] Absence Task is not visible for some POS users

keywords: SFDC Time Entries, Absence Task, visibility, access, manager changes
generalized_request_summary: Recreate sharing for R&D Absence Task for POS users due to access issues.

- it_ticket_number: IT-156
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: DOne
request_details: |

The ready for billing date has been completed in the proposal for POS Central, however some of the infoMRA-tion is missing in the new POS Central section because the quote is too old. Could you manually update the missing field according to the info of the quote attached:

Term = 121 year

Number of Cab Modems 24,035

end date should be calculated automatically from teh start date already correctly set. Thank you!

title: Update the POS Central Subscription section

keywords: POS Central, Subscription, billing date, missing information, manual update

generalized_request_summary: Manually update missing information in the POS Central Subscription section due to old quote.

- it_ticket_number: IT-157
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_rootcause: Transient failure
request_details: |

Kaine Richous , DSL approver for EMEA, did not receive a notification to approve the DSL-03389.

Please can you diagnose why, and apply a correction ?

title: DSL notification not received
keywords: DSL, approver, notification, EMEA, diagnostic, correction
generalized_request_summary: DSL approver did not receive approval notification; diagnose and fix.

- it_ticket_number: IT-158
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Done
request_details: |

Please find attached all the 2024 booked opties that need their POS Central Subscription section to be updated. All the missing info is completed in the file, there are few for which I need some details from CSM, but all the otehr ones without ? can be updated. Thank you!

title: Update the POS Central section of 2024 booked opportunities
keywords: POS Central, Subscription, booked opportunities, data update
generalized_request_summary: Update the POS Central Subscription section for all 2024 booked opportunities.

- it_ticket_number: IT-161
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Report Creation
request_details: |

Please create and provide the Consolidated Download File report for NXM 9..0 GA in SFDC as soon as possible

NXM: NXM 9.1210.0.0.1217 http://hi/
PSX/Docker: 4.2.121.0.1210 http://hi
Proview 7K: 4.4.0.0.5 \globe
Proview 8K: 121.6.6.0.1218121 \globe

Ellipse 3000 Encoder V3.3.5.0000 \globe
ElectraX/XVM:121.23.000000
XOES Electra&Packager: 121.2500000
VOXS_Bundle: 121.25.000000
For rpm: VOXS_flex_rpm: 121.25.00000
HIM to be used for XOES RPM: him_deploy-121.20.00000
title: Consolidated Download File report for NXM 9.1210.0 GA in SFDC
keywords: Report creation, Consolidated Download File, NXM, GA
generalized_request_summary: Create a Consolidated Download File report for NXM 9.0 GA in SFDC.

- it_ticket_number: IT-162
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: field added
request_details: |
The field "CabOS Term Unit" is missing in the template report "Opportunities with Proposals with Proposal line121Item", could you add it? Thanks
title: add a field in "Opportunities with Proposals with Proposal line121Item" template report
keywords: Report template, field addition, CabOS Term Unit, Opportunities with Proposals with Proposal Line Item
generalized_request_summary: Add "CabOS Term Unit" field to a specific report template.

- it_ticket_number: IT-163
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Done
request_details: |

Hello,

This Account is very old and so is not Sble as is.

Could you please make it as "Prospect - Pending Finalization" so that the account can follow the noMRA-I "Finalize" procedure?

Thanks

Emilus

title: Make old account iSoXXI as Prospect

keywords: Account status, Prospect - Pending Finalization, account procedure

generalized_request_summary: Change status of an old account to "Prospect - Pending Finalization".

- it_ticket_number: IT-164

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: Load done

request_details: |

Hello Alex, would you please update those 3rd party product infoMRA-tion for those serials. Just fields identified in yellow from column S to AF

Thank you

Marcus

title: HPE 3rd party Product Info tab update

keywords: 3rd party product, data update, serials, HPE

generalized_request_summary: Update 3rd party product information for specific serials.

- it_ticket_number: IT-168

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: User never provided input

request_details: |

When I create a PPR PreSales Support Request I am marked as the owner it should be Sid Stays and the region is not correctly displayed.

title: PreSales Support Request Issues - Ownership 1- Region

keywords: PPR, PreSales Support Request, ownership, region, display issue

generalized_request_summary: Correct PPR ownership and region display for newly created PreSales Support Requests.

- it_ticket_number: IT-171

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: General Query

request_details: |

Opportunity X-001563733 is not showing in Best Case forecast correctly, see in details in bottom graph, but does not show in Best Case totals for Q3

title: Forecast is not working

keywords: Forecast, opportunity, Best Case, display issue

generalized_request_summary: Investigate and fix forecast display issue for a specific opportunity.

- it_ticket_number: IT-172
project_category: Salesforce
record_type: Enhancement
sub_record_type: ""
resolution_or_rootcause: New requirement
request_details: |
 Change DSL Approver for LATAM to Ronal instead of Sid Stays
title: Change DSL Approver for LATAM to Ronal
keywords: DSL Approver, LATAM, change request
generalized_request_summary: Change DSL Approver for LATAM region.

- it_ticket_number: IT-174
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: User never provided input
request_details: |
 I had IT - 7848 but now its closed. My supervisor David Jack is not able to see my email notifications. Alexanus I think added my user to both queues but for me to get it. But not to others though.
title: Supervisor still not seeing email notifications from me
keywords: Email notifications, supervisor access, visibility
generalized_request_summary: Investigate why supervisor is not receiving email notifications from user.

- it_ticket_number: IT-176

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_rootcause: TICKET 297739

request_details: |

[07/12/2024 23:37 - Douglas]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/12/2024 23:26 - Kin Wigus Au]

Hi ITSupport, CPM-12122 Team,

I have been reaching out to you about my SFDC access problem, so far the problem persists without a solution.

Could you please help or redirect this problem to the right person?

Thanks,

Wing

From: Yan Perios Yann.PerzoXSA@testtestinc.com

Sent: Tuesday, July 12/24, 2024 2:12:19 PM

To: Wing Au Wing.AuXSA@testtestinc.com

Subject: Re: Salesforce access issue

Hi Wing

SFDC is managed by IT not by CM

You can open an ITsupport ticket

Regards

Yann

De : Wing Au <Wing.AuXSA@testtestinc.com><<mailto:Wing.AuXSA@testtestinc.com>>

Envoyé : Tuesday, July 12/24, 2024 8:46:12 PM

À : Yan Perios

<Yann.PerzoXSA@testtestinc.com><<mailto:Yann.PerzoXSA@testtestinc.com>>

Objet : Salesforce access issue

Hi Yann,

I'm having the Single Sign-On Error whenever I click on a SFDC link.

Are you able to help or is anyone else you know who could help with my access issue for the "<https://Harmic.my.salesforce.com/>"?

[cid:image12170000ld8MXXAI.pngXSA@test0121DAD78B.F8ED2CD0]

I need to access SFDC to get customer support case information, like Case#25270000<https://Harmic.my.salesforce.com/500Vv000007TPbklAG> - Heartlious VIDEO SYSTEMS INC in NG-90923<https://jira360.Harmicinc.com/browse/NIS-90923>.

Thank you.

Regards,

Wing

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 1218,9 KB, 07/12/2024 23:26 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyL-zdfLWI
JQL3VAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a297739%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20297739.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: RE: Salesforce access issue

keywords: SFDC access, Single Sign-On Error, access problem, redirect

generalized_request_summary: User experiencing persistent Single Sign-On error when accessing Salesforce.

- it_ticket_number: IT-178

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: User Region Update

request_details: |

Hello,

Karl's and Mike's SFDC Region need to be changed to CHTR CTS APAC

This was part of CPM-12122-7883 but it seems to have been missed.

Thanks

title: Change SFDC Region for Karl & Mike

keywords: SFDC Region, user update, CHTR CTS APAC

generalized_request_summary: Update SFDC Region for specific users as per missed previous request.

- it_ticket_number: IT-182

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_rootcause: TICKET 298069

request_details: |

[07/12/2024 22:01:21 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/12/2024 22:00 - Kal Marios]

Hello Charley, IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/12/2024 21:21:54 - Charley Chious]

Hi IT support,

Could you help me re-active my salesforce account now with this status.

[cid:image12170000ld8MXXAI.jpgXSA@test0121DAD848.4F2BB3C0]

It is because my code issue with too many failure access

Best,
Charley
[null]

ATTACHMENTS

image12170000ld8MXXAl.jpg 4121,4 KB, 07/1217/2024 2121:54 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLGteo3
Wi9yjXVAnshYUljA&id=121

To add a note to this ticket, click here:
<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a298069%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20298069.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: About my salesforce account

keywords: Salesforce account, reactivate, access issue, too many failure access

generalized_request_summary: User requesting reactivation of Salesforce account due to multiple failed access attempts.

- it_ticket_number: IT-184

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_rootcause: User never provided input

request_details: |

IsabeGatel does not have access to PPR view in her SFDC / DAME configuration

Blocking for her mission in DAME

title: IsabeGatel does not have access to PPR view in her SFDC / DAME configuration

keywords: PPR view, access, SFDC, DAME, configuration

generalized_request_summary: Resolve user's lack of access to PPR view in SFDC/DAME.

- it_ticket_number: IT-185
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_rootcause: Assign permission set to users for LinkedIn Sales Navigator
request_details: |
Hi,
If it was not already done - Please update permissions for sales navigator users.
Thanks,
ChemuSALr
title: Please update permissions for sales navigator users
keywords: Permissions, Sales Navigator, LinkedIn
generalized_request_summary: Update permissions for Salesforce Sales Navigator users.

- it_ticket_number: IT-188
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_rootcause: ""
request_details: |
Hi,
The refresh campaign was already created by Alexanus. Please connect channeltivity to these available campaigns please.
Thanks,
ChemuSALr
title: Refresh campaign-channeltivity connection
keywords: Refresh campaign, channeltivity, connection
generalized_request_summary: Connect channeltivity to existing refresh campaigns.

- it_ticket_number: IT-193
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
Hello,
I created a popup notification this morning with an image.
Not everyone can see it. You will find attached what I see vEL and what Chemus Ewin can see vED.
Can you please have a look and make sure everyone can see the picture?
Thanks
Emilus
title: Image in Pop-up notification doesn't work for everyone
keywords: Pop-up notification, image visibility, user access
generalized_request_summary: Image in Salesforce pop-up notification not visible to all users.

- it_ticket_number: IT-195
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: seen today "Region Demo Pool" field still in Production after suppression validated in last FSB release for CPM-12122-7557, perhaps noMRA-I if CPM-12122-7557 not applied in Production
request_details: |
"Region Demo Pool" field still in Production after suppression validated in last FSB release for CPM-12122-7557
title: "Region Demo Pool" field still in Production after suppression validated in last FSB release for CPM-12122-7557
keywords: Region Demo Pool, field visibility, Production environment, suppression
generalized_request_summary: "Region Demo Pool" field remains visible in Production despite supposed suppression.

- it_ticket_number: IT-197

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Sharing rule

request_details: |

Allow Diegiuy, Joe Bard and Ali Dove to get access to the opportunities of each other including the opportunities of their respective teams. This is appliCab only for the 4 of them and not their teams.

Each of them as Sales Sub-region leaders have a specific user role, this must be kept unchanged to avoid any issue in the forecast roll up in SFDC. Thank you

title: Sharing rules on opportunities for Sales Sub-region leaders

keywords: Sharing rules, opportunities, Sales Sub-region leaders, access

generalized_request_summary: Implement sharing rules for specific Sales Sub-region leaders to access each other's opportunities.

- it_ticket_number: IT-198

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General support

request_details: |

Hi,

I'm unable to convert leads on TSB for testing. I get an error message that I have insufficient privileges and it reverts back to salesforce classic.

Image attached.

Thanks,

ChemuSALr

title: Unable to convert lead on TSB

keywords: Lead conversion, TSB, insufficient privileges, Salesforce Classic

generalized_request_summary: User unable to convert leads in TSB due to insufficient privileges, reverting to Classic.

- it_ticket_number: IT-202
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Data Update
request_details: |
Hi Archana
For record AQ0ZQ4u00000QAQ0ZcJ, Could you change:
SO = 12102098121
Account = Ma HerXX SAL CO LP
End Customer = Ma HerXX SAL CO LP
Thank you
Christ
title: update record
keywords: Record update, SO, Account, End Customer
generalized_request_summary: Update specific fields for a given record.

- it_ticket_number: IT-203
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
Hello,
When an Account is created in Salesforce, the Account creation and myself should receive a notification to let them know they need to Approve or Reject it.
But the notifications are not working anymore.
Could you please correct this asap?
Thanks
title: Notification for Account creation is not working anymore
keywords: Account creation, notification, approval, rejection
generalized_request_summary: Account creation approval notifications are no longer being sent.

- it_ticket_number: IT-204
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 298672
request_details: |
[07/22/2024 1217:25 - Nicolus]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[07/22/2024 1217:121121 - Thomas]
Request Detail from Ticket 298673:
Re: IT Request IT -7990 has been created: Hi jocelyn
I did
Thomas
Den 22. jul. 2024 kl. 1216.46 skrev Jocelyne Carius Jocelyne.CariXSA@testtestinc.com:
?
Hi Thomas
Can you please answer to IT support ?
Request details - hi i am trying to add the correct deal discount to the quote but it keeps
changing back to 20%. i cannot submit without having the righ amount added so please assist
asap
Thanks
jocelyne
From: Thomas Thomas.HenkisenXSA@testtestinc.com
Sent: Monday, July 22, 2024 2:09 PM
To: Customer Orders OrdersXSA@testtestinc.com
Subject: VS: IT Request IT -7990 has been created
Please book
Cheers
Thomas
Fra: Stepnous Bourious
<Steanous.BouoisXSA@testtestinc.com<mailto:Steanous.BouoisXSA@testtestinc.com>
>
Dato: fredag, 1219. juli 2024 kl. 121121.54

Til: Thomas

<Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>>

Emne: RE: IT Request IT -7990 has been created

What is the discount you want?

From: Thomas

<Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>>

Sent: vendredi 1219 juillet 2024 121121:38

To: Thomas

<Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>>; Vidyagar <VidyaXSA@testtestinc.com<mailto:VidyaXSA@testtestinc.com>>;

Alexanus Levous

<Alexanus.LevrXSA@testtestinc.com<mailto:Alexanus.LevrXSA@testtestinc.com>>; nagaraju.vabuiXSA@testforsysinc.com<mailto:nagaraju.vabuiXSA@testforsysinc.com>>

Cc:

manoj.veerapuisoXSA@testforsysinc.com<mailto:manoj.veerapuisoXSA@testforsysinc.com>>; VidyaXSA@testforsysinc.com<mailto:VidyaXSA@testforsysinc.com>>; Stepnous

Bourious

<Steanous.BouoisXSA@testtestinc.com<mailto:Steanous.BouoisXSA@testtestinc.com>>

>

Subject: Re: IT Request IT -7990 has been created

Hi

I really need This solved ??

Cheers

Thomas

Den 1218. jul. 2024 kl. 1217.1210 skrev Thomas

<Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>>

>:

? Hi IT Support Apttus Queue,

A new IT request has been created. Please find the details below-

Title - cannot add the needed discount amount

Request details - hi i am trying to add the correct deal discount to the quote but it keeps changing back to 20%. i cannot submit without having the righth amount added so please assist asap

Requestor - Thomas

Link -

Xv2/___https://Harmic.my.salesforce.com/BoVv00001217____.YXAzOmhhcm121vbmljaW5jOmE6bzoyODBkNDdjZGViTkxOWZhMjg3MTFkNWM5MTdmZDUxZjo2OjBhZTE6Yzk5ZjdjMGM3OTRkZTdYTVkYmUwOTc4YzZmMzMzFkMmM2Y2JIYWRIYmFkYWWM0YWNhODImMDgwNmEwZDNhMWJlMDp0OIQ6Tg<

Xv2/___https://Harmic.my.salesforce.com/BoVv00001217____.YXAzOmhhcm121vbmljaW5jOmE6bzoyODBkNDdjZGViTkxOWZhMjg3MTFkNWM5MTdmZDUxZjo2OjBhZTE6Yzk5ZjdjMGM3OTRkZTdYTVkYmUwOTc4YzZmMzMzFkMmM2Y2JIYWRIYmFkYWWM0YWNhODImMDgwNmEwZDNhMWJlMDp0OIQ6Tg<

TRkZTdiYTVkYmUwOTc4YzZmMzFkMmM2Y2JIYWRIYmFkYWM0YWNhODImMDgwNmEwZD
NhMWJlMDp0OIQ6Tg>

Regards,
Harmic Support Team

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a298672%20Action%3aUpdate&body=
REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2029867
2.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: RE: IT Request IT -7990 has been created

keywords: Discount, quote, Apttus, submission

generalized_request_summary: User unable to submit quote due to discount reverting to 20%.

- it_ticket_number: IT-207

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 298700

request_details: |

[07/23/2024 09:38 - Pieroue Bez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/23/2024 09:1215 - Angeli]

Hi IT,

Access to the report below doesn't work.

X/Folder/00IVv0000002tRpIAI/view?queryScope=userFolders

[cid:f6575d85-e970-433121-8e7f-55121c982f939c]

Can you please help me to solve the issue?

Regards,

Angous line1s1

From: Marika Marika.SykousXSA@testtestinc.com

Sent: Tuesday, July 23, 2024 4:08 AM

To: Frcoius Guyot FrancoiusXSA@testtestinc.com; Angeli Ange
line121.GuyomardXSA@testtestinc.com

Subject: RE: Deal Desk reports in SFDC

Hi Ange line121, I just gave you access to the reports in this folder. Please let me know if you still have access issues.

Regards,

Marika

From: Frcoius Guyot FrancoiusXSA@testtestinc.com

Sent: Monday, July 22, 2024 5:57 AM

To: Angeli Ange line121.GuyomardXSA@testtestinc.com; Marika
Marika.SykousXSA@testtestinc.com

Subject: FW: Deal Desk reports in SFDC

Hi Marika,

Would you mind granting access to these reports to Ange line121?

Thanks!

FX

From: Marika

<Marika.SykousXSA@testtestinc.commailto:Marika.SykousXSA@testtestinc.com>

Sent: Monday, April 8, 2024 8:43 PM

To: Frcoius Guyot

<FrancoiusXSA@testtestinc.commailto:FrancoiusXSA@testtestinc.com>; Vinade

<Sarah.VinuXSA@testtestinc.commailto:Sarah.VinuXSA@testtestinc.com>;

Cc: Paul Trieud

<Paul.TrieuXSA@testtestinc.commailto:Paul.TrieuXSA@testtestinc.com>; Ray Fit

<Ray.FitXSA@testtestinc.commailto:Ray.FitXSA@testtestinc.com>; Tiny

Berth<TonyXSA@testtestinc.commailto:TonyXSA@testtestinc.com>;

Subject: Deal Desk reports in SFDC

Hi FX and Sarah,

I have created the below reports in SFDC you can use to identify Deal Desk opportunities for now.

Regards,

Marika

X/Folder/00IVv0000002tRpIAI/view?queryScope=userFolders

[cid:image12170000ld8MXXAI.pngXSA@test0121DADC6A.8A85A770]

[null]

[null]

ATTACHMENTS

image.png 4,6 KB, 07/23/2024 09:1215 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyIKnsXorjN_73VAnshYUljA&id=121

image12170000ld8MXXAl.png 9,3 KB, 07/23/2024 09:1215 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyK4-E7_yuqHqHVAAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a298700%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20298700.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Fw: Deal Desk reports in SFDC

keywords: Report access, Deal Desk, SFDC, permission

generalized_request_summary: User unable to access Deal Desk reports in SFDC.

- it_ticket_number: IT-208

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Update layouts for Demo Device & Demo Subpart

request_details: |

121/ IN FSB : No longer "Region Demo Pool" Field visible in Tab view even as non editable

No query possible , who checks the overall consistency

2/ IN PROD: Once the transfer to Isabelus has been made, we can't check it because the "owner" is not displayed in Production.

3/IN PROD:The old "Region Demo Pool" field shouldn't be displayed as editable since it's now configured by the ownership

Share

'DAME_ValidationReport_CPM-12122-7557_PROD_RegionDemoPool_OwnerChange_fromEM EAtoBROADBAND.docx'

<https://Harmicinc.box.co>

title: DAME "Region Demo Pool" Field // "owner" Field is not displayed in Production

keywords: DAME, Region Demo Pool, field visibility, owner field, Production, layout
generalized_request_summary: "Region Demo Pool" field layout issues and owner field display problem in Production.

- it_ticket_number: IT-210
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: done
request_details: |
Hi Thomas, could you please update:
121- the opty from line 121 32 with Central Term and term unit. The info is blank in the opty
2- the ready for billing set for all opties in the attached file that got a blue date in column M
3- In column M and N dates in red should be manually set not 121 year term and the ready
for billing checked.
title: Update POS Central Start Date
keywords: POS Central, Start Date, End Date, billing, opportunity, update
generalized_request_summary: Update POS Central Start Date and other billing-related fields
for opportunities.

- it_ticket_number: IT-212
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User record Update
request_details: |
Hi Alexanus and Team
Could you please provide access to Thom to R&D Time entries menu
His access wasn't updated after changing dept/activity.
In addition his new manager is Philipenious as indicated in Active Directory Olier Brious is no
more in TAC dept. Please update consequently.
If a manager approval is required, please assign ticket to Fredic Rao

Thanks

Yann

title: [SFDC Time Entries] Provide access to Thom to R&D SFDC Time Entries

keywords: SFDC Time Entries, R&D, access, user update, manager update

generalized_request_summary: Provide user with access to R&D SFDC Time Entries and update manager in Salesforce.

- it_ticket_number: IT-213

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Manual share to be recreated because owner changed

request_details: |

Hi

Jou has no more access to tasks of "Third Party" project.

It is probably similar to IT-7943 info for Archana, Thomas

In addition, please provide him access to Reports in "France R&D" folder mainly "My Team Time Entries" report

Thanks

Yann

title: [SFDC Time Entries] Jou has no more access to Third Parties tasks

keywords: SFDC Time Entries, access, Third Party project, reports, France R&D

generalized_request_summary: Restore user's access to "Third Party" project tasks and specific reports.

- it_ticket_number: IT-214

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General support

request_details: |

Hi

Could you please provide access permission to Christ Berius for the following report folder
France R&D

Thank you

Yann

title: [SFDC Time Entries] provide report access permission to Christ Berius

keywords: SFDC Time Entries, report access, France R&D, permissions

generalized_request_summary: Grant report access permission to user for "France R&D"
folder.

- it_ticket_number: IT-215

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General support

request_details: |

the new manager of Pascal is Fredic Rao no more Bruno Larious

Please update it in SFDC and Fredic Rao for approval

thank you

Yann

title: [SFDC Time Entries] Update Fontai's manager

keywords: SFDC Time Entries, manager update, approval

generalized_request_summary: Update user's manager in SFDC and assign for approval.

- it_ticket_number: IT-216

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General support

request_details: |

Hi

the new manager of Pascal is Fredic Rao no more Olier Brious

Please update it in SFDC and Fredic Rao for approval

thank you

Yann

title: [SFDC Time Entries] Update Lucas's manager

keywords: SFDC Time Entries, manager update, approval

generalized_request_summary: Update user's manager in SFDC and assign for approval.

- it_ticket_number: IT-217

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 299697

request_details: |

[07/23/2024 1216:27 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/23/2024 1216:2121 - Jocelyne Carius]

Hi Thomas

Today quote seems not correct amount DP 12139,636.00 instead of PO amount
204,01216.40 DP

Regards

jocelyne

From: Thomas Thomas.HenkisenXSA@testtestinc.com

Sent: Monday, July 22, 2024 5:121121 PM

To: Jocelyne Carius Jocelyne.CariXSA@testtestinc.com

Cc: Customer Orders OrdersXSA@testtestinc.com; IT Support

ITSupportXSA@testtestinc.com

Subject: Re: IT Request IT -7990 has been created

Hi jocelyn

I did

Thomas

Den 22. jul. 2024 kl. 1216.46 skrev Jocelyne Carius

<Jocelyne.CariXSA@testtestinc.com<mailto:Jocelyne.CariXSA@testtestinc.com>>:

?

Hi Thomas

Can you please answer to IT support ?

Request details - hi i am trying to add the correct deal discount to the quote but it keeps changing back to 20%. i cannot submit without having the right amount added so please assist asap

Thanks

jocelyne

From: Thomas

<Thomas.HenkisenXSA@testtestinc.com>;mailto:Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>;>

Sent: Monday, July 22, 2024 2:09 PM

To: Customer Orders

<OrdersXSA@testtestinc.com>;mailto:OrdersXSA@testtestinc.com<mailto:OrdersXSA@testtestinc.com>;>

Subject: VS: IT Request IT -7990 has been created

Please book

Cheers

Thomas

Fra: Stepnous Bourious

<Steanous.BouoisXSA@testtestinc.com>;mailto:Steanous.BouoisXSA@testtestinc.com<mailto:Steanous.BouoisXSA@testtestinc.com>;>

Dato: fredag, 1219. juli 2024 kl. 121121.54

Til: Thomas

<Thomas.HenkisenXSA@testtestinc.com>;mailto:Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>;>

Emne: RE: IT Request IT -7990 has been created

What is the discount you want?

From: Thomas

<Thomas.HenkisenXSA@testtestinc.com>;mailto:Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>;>

Sent: vendredi 1219 juillet 2024 121121:38

To: Thomas

<Thomas.HenkisenXSA@testtestinc.com>;mailto:Thomas.HenkisenXSA@testtestinc.com<mailto:Thomas.HenkisenXSA@testtestinc.com>;>; Vidyagar <VidyaXSA@testtestinc.com>;mailto:VidyaXSA@testtestinc.com<mailto:VidyaXSA@testtestinc.com>;>;

Alexanus Levous

<Alexanus.LevrXSA@testtestinc.com>;mailto:Alexanus.LevrXSA@testtestinc.com<mailto:Alexanus.LevrXSA@testtestinc.com>;>; nagaraju.vabuiXSA@testforsysinc.com<mailto:nagaraju.vabuiXSA@testforsysinc.com>;>;

Cc:

manoj.veerapuisoXSA@testforsysinc.com<mailto:manoj.veerapuisoXSA@testforsysinc.com>;>; VidyaXSA@testforsysinc.com<mailto:VidyaXSA@testforsysinc.com>;>; Stepnous

Bourious

<Steanous.BouoisXSA@testtestinc.com>;mailto:Steanous.BouoisXSA@testtestinc.com<mailto:Steanous.BouoisXSA@testtestinc.com>;>

Subject: Re: IT Request IT -7990 has been created

Hi

I really need This solved ??

Cheers

Thomas

Den 1218. jul. 2024 kl. 1217.1210 skrev Thomas

<Thomas.HenkisenXSA@testtestinc.com>;mailto:Thomas.HenkisenXSA@testtestinc.com<g
>:

? Hi IT Support Apttus Queue,

A new IT request has been created. Please find the details below-

Title - cannot add the needed discount amount

Request details - hi i am trying to add the correct deal discount to the quote but it keeps
changing back to 20%. i cannot submit without having the right amount added so please assist
asap

Requestor - Thomas

Link -

Xv2/___https://Harmic.my.salesforce.com/BoVv00001217___.YXAzOmhhcm121vbmljaW5jOmE
6bzoyODBkNDdjZGVlZTkxOWZhMjg3MTFkNWM5MTdmZDUxZjo2OjBhZTE6Yzk5ZjdjMGM3O
TRkZTdYTVkYmUwOTc4YzZmMzFkMmM2Y2JIYWRIYmFkYWM0YWNhODImMDgwNmEwZD
NhMWJIMDp0OIQ6Tg<

Xv2/___https://Harmic.my.salesforce.com/BoVv00001217___.YXAzOmhhcm121vbmljaW5jOmE
6bzoyODBkNDdjZGVlZTkxOWZhMjg3MTFkNWM5MTdmZDUxZjo2OjBhZTE6Yzk5ZjdjMGM3O
TRkZTdYTVkYmUwOTc4YzZmMzFkMmM2Y2JIYWRIYmFkYWM0YWNhODImMDgwNmEwZD
NhMWJIMDp0OIQ6Tg>

Regards,

Harmic Support Team

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a299697%20Action%3aUpdate&body=
REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2029969
7.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic information that may help in a complete understanding of the issue

title: RE: IT Request IT -7990 has been created

keywords: Discount, quote, Apttus, submission

generalized_request_summary: User unable to submit quote due to discount reverting to 20%.

- it_ticket_number: IT-220
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 299736
request_details: |
[07/23/2024 21:21:08 - Douglass]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact DIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[07/23/2024 20:40 - Olendr Maz]
reference case 25289-0 X/Case/500Vv0000087quvIAA/view
looks like email sent from my address Olendr.MaziousXSA@testtestinc.com are filtered
Could you provide any help
title: email from Salesforce sent by me, do not land to...
keywords: Salesforce email, filtered, email delivery, case
generalized_request_summary: Emails sent from Salesforce by user are being filtered.

- it_ticket_number: IT-224
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 299744
request_details: |
[07/23/2024 23:59 - Douglass]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact DIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/23/2024 21:21:52 - Daiei Beouer]

XSA@testIT Support we would like to MRA- the following item CE-GSF9A90 Harnic CabEdge SFP1- Module 1210G/121G, 850 nm, Multimode Duplex LC connector Fiber Channel QTY 1218 units: and have it replaced with SFP-1210GSW QTY 1218 1210G SFP1- LR, RANGE 1210KM, WAVELENGTH 12131210NM, INDOOR COMMERCIAL GRADE. Please advise us on a MRA- # and customer will return items. Thank you, Daniel.

title: MRA-

keywords: MRA, replacement, hardware, SFP

generalized_request_summary: Requesting MRA for specific hardware replacement.

- it_ticket_number: IT-229

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Role Update

request_details: |

Ray Fit left the COMM and Redorge took over the leadership of NAM LATAM Video Sales Team. Could you change Ray's name in the forecast tab by Redorge? see the attached picture

title: Change Ray Fit by Redorge in SFDC Forecast tab

keywords: Forecast tab, role update, user replacement, NAM LATAM Video Sales Team

generalized_request_summary: Update user's name in SFDC Forecast tab to reflect new team leader.

- it_ticket_number: IT-230
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General support
request_details: |
Hello,
Could you please update the Manager field for the two following users:
-Liron Nitus: Her manager should now be Ali Dove
-Benoiu Leous: His manager should be Julius
Thanks
title: Update Manager's field for Liron Nitus and Benoiu Leous
keywords: Manager field, user update, Sales users
generalized_request_summary: Update Manager field for specific users.

- it_ticket_number: IT-232
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 299733
request_details: |
[07/24/2024 1218:26 - Douglass]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[07/23/2024 2121:22 - Daiel Beouer]
The link is not working for me. Thank you Daniel.
From: ITSupport ITSupportXSA@testtestinc.com
Sent: Tuesday, July 23, 2024 121:24 PM
To: Daiel Beouer Daiel.BeiusrXSA@testtestinc.com
Subject: Ticket 299733 Open Updated --> RE: [EXTERNAL] RE: Mid-Rivers / Harmic 1210G
SF...
[07/23/2024 1219:24 - Douglass]

Hi Daniel, I would like to get this to the right person to assist you but I am unclear on the request. Is this a Salesforce request? [07/23/2024 1218:1216 - Daiei Beouer]

XSA@testIT Support&mailto:ITSupportXSA@testtestinc.com>; we would like to MRA- the following item CE-GSF9A90 Harmic CabEdge SFP1- Module 1210G/121G, 850 nm, Multimode Duplex LC connector Fiber Channel QTY 1218 units: and have it replaced with SFP-1210GSW QTY 1218 1210G SFP1- LR, RANGE 1210KM, WAVELENGTH 12131210NM, INDOOR COMMERCIAL GRADE. Please advise us on a MRA- # and customer will return items. Thank you, Daniel.

From: Ian Milius Ian.MiliusXSA@testeplus.com

Sent: Monday, July 22, 2024 1212:28 PM

To: Daiei Beouer Daiei.BeiusrXSA@testtestinc.com

Cc: Hane Bakus Hayne.BaiusrXSA@testtestinc.com; Jackie Politius

Jace.PoliusXSA@testeplus.com; Jesa Maraciously Jessa.EveMRA-nXSA@testeplus.com; Juie

Wheious Julie.WheausXSA@testeplus.com; Uly Ginous Uly.GingrassXSA@testeplus.com

Subject: FW: [EXTERNAL] RE: Mid-Rivers / Harmic 1210G SFP swap

Daniel,

Mid-Rivers would like to change the WAN uplink optics from the current SR versions to LR. They have collected the serial numbers for us on the optics to be returned. They are in the email string below. These are line121 items 6.0, 1219.0, 32.0, and 45.0 on the 4 site quote and line121 item 2.0 on the lab / spares quote.

We have a new quote from Hayne on the LR optics and will send that out to Mid-Rivers for a PO so they can be ordered.

What is the MRA- process? Do you handle that? Please let us know what the steps involved are so we can get this processed.

Let me know if you have any questions. Thanks.

Optics to MRA-:

Part Number

Product Description

Quantity

Serial Numbers

CE-GSF9A90

Harmic CabEdge SFP1- Module 1210G/121G, 850 nm, Multimode Duplex LC connector
Fibre Channel

1218

Miles City - S/N's: B223J1210AAS; 05223J12101212121; 05223J121012185;
05223J12101214121

Sidney - S/N's: 05223J121012183, 05223J121012186, 05223J12101213121,
05223J12101211212

Lewistown - S/N's 05223J121012174, 05223J121012189, 05223J121012188,
05223J121012187

Glendive - S/N's Lab 05223J12101210121, 05223J121012182. Prod 05223J121012172,
05223J12101218121, 05223J121012184, B223J121998

Planned Replacements:

Part Number

Product Description

Quantity

SFP-1210GSW

1210G SFP1- LR, RANGE 1210KM, WAVELENGTH 12131210NM, INDOOR COMMERCIAL
GRADE

1218

From: Ran Gunt

<Ryan.GuntherXSA@testmidrivers.coop>;mailto:Ryan.GuntherXSA@testmidrivers.coop>
>

Sent: Friday, July 1219, 2024 5:1217 PM

To: Ian Milius <Ian.MiliusXSA@testeplus.com>;mailto:Ian.MiliusXSA@testeplus.com>;>

Cc: Network and Switching Engineers

<nseXSA@testmidrivers.coop>;mailto:nseXSA@testmidrivers.coop>;>; Jesa Maracioous
<Jessa.EveMRA-nXSA@testeplus.com>;mailto:Jessa.EveMRA-nXSA@testeplus.com>;>;
Gavin Morus

<Gavin.MorusXSA@testmidrivers.coop>;mailto:Gavin.MorusXSA@testmidrivers.coop>;>;

Daren Ehus

<Daren.EhruysXSA@testmidrivers.coop>;mailto:Daren.EhruysXSA@testmidrivers.coop>;>

>; Uly Ginous

<Uly.GingrassXSA@testeplus.com>;mailto:Uly.GingrassXSA@testeplus.com>;>; Juie

Wheious

<Julie.WheausXSA@testeplus.com>;mailto:Julie.WheausXSA@testeplus.com>;>

Subject: RE: [EXTERNAL] RE: Mid-Rivers / Harmic 1210G SFP swap

"This email originated from a sender outside of ePlus. If this email appears suspicious, please
submit it using the Phish Alert button in outlook."

Ian - here are all the S/Ns of the 1210G MM SFPs:

Miles City - S/N's: B223J1210AAS; 05223J121012121; 05223J121012185;
05223J12101214121

Sidney - S/N's: 05223J121012183, 05223J121012186, 05223J12101213121,
05223J12101211212

Lewistown - S/N's 05223J121012174, 05223J121012189, 05223J121012188,
05223J121012187

Glendive - S/N's Lab 05223J12101210121, 05223J121012182. Prod 05223J121012172,
05223J12101218121, 05223J121012184, B223J121998

Thank you!

[signature]

Ran Gunt

Network & Switching Engineer

CCNA, MEF-CECP, A1-

406 234-0000

1211210121 Main St., Miles City

www.mid.com<

Xv2/___https://www.mid.com/____.YXAzOmhhcm121vbmljaW5jOmE6bzo2MDViYmM0YjBjZDR

mM2FIMzRjNDQ121OWEyM2VmYmlxOTo2OjcwOTc6NTdlYWQxNmVmZWnkZjVhYjQ3NzNIO
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[logo]<

Xv2/___https://www.mid.com/___YXAzOmhhcm121vbmljaW5jOmE6bzo2MDViYmM0YjBjZDR
mM2FIMzRjNDQ121OWEyM2VmYmlxOTo2OmQ5MGQ6M2U2MGM0OTdkNTUzYjNkMzNmYz
g121NWFkMmNhMzQwZDgyMTJiMDA121OWQzZGE0MjdkNDVjYTcyMGRhNjRkNTk3MzpoOI
Q6Tg> [facebook] <

Xv2/___https://facebook.coms___YXAzOmhhcm121vbmljaW5jOmE6bzo2MDViYmM0YjBjZDR
mM2FIMzRjNDQ121OWEyM2VmYmlxOTo2OjFmOGQ6MDg4NTUyMGZkMDY0NTg5NWM121
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DpoOIQ6Tg> [instagram] <

Xv2/___https://www.instagram.com/___YXAzOmhhcm121vbmljaW5jOmE6bzo2MDViYmM0YjBj
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Q6Tg> [linkedin] <

Xv2/___https://www.linkedin.com/COP/___YXAzOmhhcm121vbmljaW5jOmE6bzo2MDViYmM0
YjBjZDRmM2FIMzRjNDQ121OWEyM2VmYmlxOTo2OjE3ZDI6MmlwMjRkZmQ121YWZiYTUzM
WY4MTUxMDY3Mzk4MTZjYTkwYzc5ZWYwZmJkMTc2ZjliN2UyODU3YjNiYzhmYTkyZzpoOIQ
6Tg>

Review Us on Google<

Xv2/___http://www.google.com/search?q=Mid-Rivers1-Communications,1211210121%20Main%
20St.,%20Miles%20City,%20MT%205930121___YXAzOmhhcm121vbmljaW5jOmE6bzo2MDVi
YmM0YjBjZDRmM2FIMzRjNDQ121OWEyM2VmYmlxOTo2OmUyYTc6N2FmNTThOWJmMzIl12
1MmFmNGRhZjAzMzY4Mzk0YTQ0ZTc4YWJkMTkzYzMwNTc2YTg121NjRjMWFjMzNkNmRm
OTY2ODpoOIQ6Tg>

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n=logitem&report=121&type=easyspam&k=k121&payload=5361216c7465645f5f88d3712102e2
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M2FIMzRjNDQ121OWEyM2VmYmlxOTo2OjdINzQ6NWQyZDY3MDgyNjExNzAyODM0ZDE3Nz
hiYTFjOWE0NjkyMGU0YzM5MTI121MzY121NjI5MzQ4NmRiNjE4ZTc4ODY4ODhoOIQ6Tg>
to report this email as spam.

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ATTACHMENTS

image12170000ld8MXXAI.png 5,6 KB, 07/23/2024 1218:1216 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJjOSw121Z9wJ121HVAnshYUljA&id=121

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image003.png 8,8 KB, 07/23/2024 1218:1216 Download:

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image004.png 85 bytes, 07/23/2024 1218:1216 Download:

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image005.png 522 bytes, 07/23/2024 1218:1216 Download:

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image006.png 837 bytes, 07/23/2024 1218:1216 Download:

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image007.png 57121 bytes, 07/23/2024 1218:1216 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLq5QLuyEOKZHVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a299733%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20299733.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: RE: [EXTERNAL] RE: Mid-Rivers / Harmic 1210G SF...

keywords: Link not working, MRA, SFP swap, serial numbers

generalized_request_summary: User reporting broken link related to an MRA process for SFP swap.

- it_ticket_number: IT-235

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Update PPR region

request_details: |

When I create a PPR PreSales Support Request I am marked as the owner it should be Sid Stays and the region is not correctly displayed.

title: PreSales Support Request Issues - Ownership 1- Region

keywords: PPR, PreSales Support Request, ownership, region, display issue

generalized_request_summary: Correct PPR ownership and region display for newly created PreSales Support Requests.

- it_ticket_number: IT-245

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: Corner case? on when the Requires Deal Desk is set on Oppty

request_details: |

The Deal Desk is not triggered whereas the oppty total amount is over XXX.11X121M and the stage best case. Could you fix what is broken in the flow? Thanks

title: The opportunity is Best Case over XXX.11X121M however the "require deal desk" section is not checked

keywords: Deal Desk, opportunity, trigger, flow, amount threshold

generalized_request_summary: Deal Desk not triggering for opportunity meeting criteria; investigate flow issue.

- it_ticket_number: IT-246

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Role Update

request_details: |

Alexine's team is not displayed correctly in the forecast tab and Mike Wearsh as well as Alexine are at the same level.

- Karl user role should be NAC Charter Ent

- Mike user role should be NAC Charter

In the Forecast tab hierarchy Alexine should see first Mike and Jim. Then under Mike we should have Karl who is reporting to Mike.

Thanks

title: Correction to be done on Alexine forecast tab

keywords: Forecast tab, team hierarchy, user role, display correction

generalized_request_summary: Correct team hierarchy and user roles displayed in Alexine's forecast tab.

- it_ticket_number: IT-251

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: Bug

request_details: |

I cannot update or add in an "end customer" at all. Nothing populates into the end customer field at all.

title: Unable to add in a "End Customer" at all. The field is totally blank when I try to add a customer.

keywords: End Customer, field update, population, blank field

generalized_request_summary: User unable to add or update "End Customer" field, as it remains blank.

- it_ticket_number: IT-254

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

Add Prostream X Sw access to KER COMMS IC OneCare portal SN BQWS012199012190 is under same account and under SAL with reseller. Why Fix Onecare folder process not working on KER COMMS IC as SN is IB that is covered ?

Thanks,

Aruna

title: Add Prostream X Sw access to KER COMMS IC OneCare portal

keywords: Prostream X Sw, OneCare portal, access, SN, Fix Onecare folder process

generalized_request_summary: Add Prostream X Sw access to OneCare portal; investigate why automated process failed.

- it_ticket_number: IT-262

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General Support

request_details: |

The reports field operator doesn't have anymore the "Contains" and "does not contain" - which makes the reporting in SFDC very complicated. Can you put it back ?

title: Report Missing Operator " Contains"

keywords: Report, operator, "Contains", "does not contain", SFDC

generalized_request_summary: Restore "Contains" and "does not contain" operators in SFDC reports.

- it_ticket_number: IT-267
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX02509
request_details: |

[07/3121/2024 121121:58 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[07/3121/2024 121121:56 - Noeliusa Perez]

Hi Team,

I'm trying to create a new dashboard for this report, but I'm having difficulties, can I have some assistance? Thank you!

X/Report/00OVv0000007KJIMAM/view?0.source=alohaHeader

Kind regards,

Noeliusa Perez

SaaS Sales Operations Assistant

[cid:682d66eb-8def-412135-a352-5feccd4a9121f9]

[null]

ATTACHMENTS

Outlook-0gdco0zh.png 1210,7 KB, 07/3121/2024 121121:56 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLOb-n8-75tOHVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a302509%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20302509.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: IT-tickets new Dashboard

keywords: Dashboard creation, report, assistance

generalized_request_summary: User needs assistance creating a new dashboard from a report.

- it_ticket_number: IT-270
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Explanation on existing process
request_details: |

How are the Managers updated in SFDC? And what does the manager information drive? For example, Redorge is shown as reporting to Iain Graous. However Iain retired and Gil's manager is now Naveena. Does this have any impact on approvals or reporting? How do we fix this and is there a process to update the manager?

title: Org in SFDC
keywords: Manager update, SFDC, reporting, approvals, process
generalized_request_summary: Inquiry about manager update process in SFDC, its impact, and how to fix discrepancies.

- it_ticket_number: IT-271
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |

Fiscal quarter should be Q3'24 based on the PO Expected Close Date of 7/12/24 but is showing as Q2. Reports based on Fiscal Quarter are not picking up this opportunity.

title: fix fiscal quarter in opportunity
keywords: Fiscal quarter, opportunity, PO Expected Close Date, reporting
generalized_request_summary: Opportunity showing incorrect fiscal quarter, affecting reports.

- it_ticket_number: IT-279
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Update prospect acc address
request_details: |
Please update Account Belive address to the following
Ann Siang Road, #03-00, 988 X/ X12170000ld8MXXA4u00002121W22aAAC/view
I do not have the access
title: Update new address for account Belive
keywords: Account address, update, access
generalized_request_summary: Update account address; user lacks access.

- it_ticket_number: IT-281
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX0307121
request_details: |
[08/05/2024 1216:53 - Pieroue Bez]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[08/05/2024 1216:1217 - Alerto Leo]
Good morning,
Please create a ticket to assign to the below request change of the AM name in an account.
Best regards,
Alberto
From: Vidyagar VidyaXSA@testforsysinc.com
Date: Monday, August 5, 2024 at 00:27
To: Alerto Leo Alerto.LeoXSA@testtestinc.com
Cc: Nanda Kishore nandakishore.darbhaXSA@testforsysinc.com,
Harmic-offshore-qtcXSA@testforsysinc.com Harmic-offshore-qtcXSA@testforsysinc.com,

Kishore Darbha Kishore.DarbhaXSA@testtestinc.com, Leo Rom
Leon.RomXSA@testtestinc.com, Wane Dous Wane.DusXSA@testtestinc.com

Subject: [EXTERNAL] Re: Evergreen Billing Schedule/s are generated for the proposal
Q-121121012140993

Hi Alberto,

Please create an IT ticket for this. We will handle it and use the ticket for future tracking
purposes.

On Fri, Aug 2, 2024 at 7:29 PM Nanda Kishore

<nandakishore.darbhaXSA@testforsysinc.com>;mailto:nandakishore.darbhaXSA@testforsy
sinc.com> wrote:

1-Vidyagar<mailto:VidyaXSA@testforsysinc.com>; , Please check the request.

On Fri, Aug 2, 2024 at 6:44 PM Alerto Leo

<Alerto.LeoXSA@testtestinc.com>;mailto:Alerto.LeoXSA@testtestinc.com> wrote:

Hi Kishore,

Can you help us setting the proper AM name for this account? I'm still receiving these
messages and they are for Leonardo CCed here.

Best regards,

Alberto

From: Apttus Admin

<Wane.DusXSA@testtestinc.com>;mailto:Wane.DusXSA@testtestinc.com>;>

Date: Friday, August 2, 2024 at 12:10:09

To: Alerto Leo

<Alerto.LeoXSA@testtestinc.com>;mailto:Alerto.LeoXSA@testtestinc.com>;>, Kishore
Darbha

<Kishore.DarbhaXSA@testtestinc.com>;mailto:Kishore.DarbhaXSA@testtestinc.com>;>

Subject: Evergreen Billing Schedule/s are generated for the proposal Q-121121012140993

Hello

This email is to inform you that the Evergreen Billing Schedule/s is/are successfully
generated for the following quote:

Quote Name : Q-121121012140993<

Xv2/___https://eu-west-121.protection.sophos.com?d=avanan.click&u=aHR0cHM6Ly9121cmwu
YXZhbmFuLmNsaWNrL3YyL1219fX2h0dHBzOi9oYXJtb25pYy5teS5zYWxlZ2ZvcmlmNvbS9
hN0k0dTAWMDAwMFlpZjJFQUxfX1218uWVhBek9taGhjbTF2Ym121samFXNWpPbUU2Ynpve
U5tUmhZak5pT121ROak121XSmlPR121psTXpKaU121tSmxORFkwWkdZMU9UVXNdNam8yT2
prd121pqRTZPV121psWVdVell6WmxNak5rWVRkaU1216ZG121ZelZoWVRSaVkyWXpaRGhtT
npJMIpETmxaakJrT0RSAQ0Z5EbG121NMIV3WTJWaE9XUmhNV0U0WkRFMk9XVTRORHBv
T2xRNIRn&i=NjY2ZDAzZTM0NWViYTM121NjNmYjRjNGYz&t=aEZnaFlpazB4cFpWdC9wNkN
DV2gwVINkdmRqOTF5SVFFN2xUS2NyRIZnaz0=&h=29AQ0Ze5355d121a4b55b2c121bf2ae4
adf121be&s=AVNPUehUT0NFTkNSWVBUSVY2sZvs121GBk-AyVWiDAfkjRpc62PWJXnxGvH6
g_PXRlu-wXgKypldogJITEXcPAT2w___YXAzOmhhcm121vbmljaW5jOmE6bzo0ZDQzNDM121
NWY0NmVkYjU121ZTk0M2ZkNmVkMWU2MjNIZDo2OjMyODY6MGVmMG12MzU0NGUzOWY
121MTY121MDI5MzYyZTk121OTFhMTYzMWQ121OGU121NDhjM2ZhMjUyNmM2NGEzMDRI
YWQ121YWJmODpoOIQ6Tg>

Opportunity Name : OM Claro Arg - Services MRR - dummy<Xv2/___https://eu-west-121.protection.sophos.com?d=avanan.click&u=aHR0cHM6Ly9121cmwuYXZhbmFuLmNsaWNrL3YyL1219fX2h0dHBzOi9oYXJtb25pYy5teS5zYWxlczZvcmlmNvbS8wMDY0dTAWMDAxRTNhQWZBQUpfX1218uWVhBek9taGhjbTF2Ym121samFXNWpPbUU2YnpveU5tUmhZak5pT121ROak121XSmlPR121psTXpKaU121tSmxORFkwWkdZMU9UVXdNam8yT2121ZMU121UVTZaalUxTmposAQ0Z5tRXhaakJoWmpBMVkyVmpPVFZtT0dWalpEQTNnak5rTldGalpEVXpOak1215WTJKAQ0Z121qbGlaV05tWIRjMIUQTNZamc121TkRFMVpEWmhOenBvT2xRNIRn&i=NjY2ZDAzZTM0NWViYTM121NjNmYjRjNGYz&t=OUhnZm8vWEM4NThkZDk2UldGK3FwRXd121WDBXenFGejl6Y2RWT121NXOCtUTT0=&h=29AQ0Ze5355d121a4b55b2c121bf2ae4adf121be&s=AVNPUEhUT0NFTkNSWVBUSVY2sZvs121GBk-AyVWiDAfkjRpc62PWJXnxGvH6g_PXRlu-wXgKypIdogJITEXcPAT2w___.YXAzOmhhcm121vbmljaW5jOmE6bzo0ZDQzNDM121NWY0NmVkYjU121ZTk0M2ZkNmVkMWU2MjNIZDo2OjU2ZTE6ODU4MzNjN2MxNjYwMDY5MzcyZmY0NmJINjl3N2M4Y2FiZjQ0OTM5YWZkYTUxMDUzMTY3MWQ0MTBINmlyMmU5MDpoOIQ6Tg>

Please raise an IT Support ticket to Apttus team in Salesforce in case of any concerns.

Thanks ,

Apttus Admin

--

Regards,

Vidyagar

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a30307121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2030307121.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: FW: [EXTERNAL] Re: Evergreen Billing Schedule/s...

keywords: Account Manager, AM name, account update

generalized_request_summary: Request to change Account Manager name in an account.

- it_ticket_number: IT-284

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX03093

request_details: |

[08/05/2024 20:22 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/05/2024 20:2121 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/05/2024 20:1214 - Chrtine Macus]

This report is coming to me from SFDC for a long time. I don't know how to turn it off. Help is greatly appreciated.

From: Chrtine Macus Christine.MacausXSA@testtestinc.com

Sent: Monday, August 5, 2024 121121:00 AM

To: Chrtine Macus Christine.MacausXSA@testtestinc.com

Subject: Report results Apttus Sge Report by Period

Total Records 60121

Apttus Sge Report by Period

As of 8/5/24 at 121121:00 AM * Viewing as Chrtine Macus

OPEN IN SALESFORCE< Xv2/___https://Harmic.lightning.force.com

X/Report/0004u000006A121z8EAC/view___.YXAzOmhhcm121vbmljaW5jOmE6bzo5NzViOWF
INzZiYjc3ZTNiMzQ3NTdjMTRiZjNjN2I2Zjo2OjlmNTg6MDU0ZWE0YTY3ZDBkMGNkNzAwYzg5
MWQwMGQzOWEwMGI4NDEwM2M2OWFiN2Q3ODhIN2M0ODU5OGNlODZjYTMwNDhoOIQ
6Tg>

Details

Filters

All Sge inputsStart Date: 1212/121/2121 - 1212/3121/2121Quantity greater than 0.00000

Summary

Total Records

60121

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[null]

ATTACHMENTS

Apttus Sge Report by Period-2024-08-05-121121-00-03.xlsx 52,3 KB, 08/05/2024 20:1214
Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLpl5k-SjJXPHVAnshYUljA&id=121

To add a note to this ticket, click here:
<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a303093%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20303093.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: Report results Apttus Sge Report by Peri...

keywords: Report, subscription, disable, Apttus Sge Report by Period

generalized_request_summary: User receiving unwanted SFDC report subscription and needs it disabled.

- it_ticket_number: IT-285
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
 Help viewing a report
title: Help viewing a report
keywords: Report, viewing, access
generalized_request_summary: User needs assistance viewing a report.

- it_ticket_number: IT-287

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Transfer account ownership

request_details: |

Hi, The following accounts need to be transferred from Jakob Zwagemaker as soon as possible.

MID ANTIC SPR NET - Liron Nitus

MOND SPO GRP LC - Duanus

Baly Spous - Duanus

Nation Foot Le - Chris Sharkey

AKAM TECHNOS - Edwn

ROU, IN - Ali Dove

Please let me know when completed. Thank you.

title: Account ownership changes

keywords: Account ownership, transfer, user departure

generalized_request_summary: Transfer ownership of multiple accounts from one user to others.

- it_ticket_number: IT-289

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Update Time Entry Manager of the user

request_details: |

Hi Alexanus

Please set Patricicardy as manager of Rababiea if approval needed, please ask to Jean Marcus as he is the Patrick's manager

Provide him access to Report

and check that link to tasks are still ok for Patrick and Rabab

Thanks

Yann

title: [SDFC Time Entry France R&D] Update data fro Patricicardy

keywords: Time Entry, manager update, report access, task links

generalized_request_summary: Update user's manager in Time Entry system, grant report access, and verify task links.

- it_ticket_number: IT-291
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General Support
request_details: |
 This demo opportunity did not go to Redorge, nor Diegiano, nor Joe Bard.
 No one has access to Approve. Can you please move to Approved it per Gil?
title: Cannot Approve this Demo request
keywords: Demo request, approval, access, opportunity
generalized_request_summary: Demo request cannot be approved due to lack of approver access.

- it_ticket_number: IT-292
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: CS Manager on user record needed to be updated
request_details: |
 I had changed manually my manager from Cayetano to Guillermo but still appears Cayetano when I create a case
title: Manager change from Cayetano to Guillermo
keywords: Manager, user record, update, case creation
generalized_request_summary: Manager field not updating correctly on user record when creating a case.

- it_ticket_number: IT-294
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Update oppties 1- quotes

request_details: |

Please find attached 2024 booked opties that need their POS Central Subscription section to be updated. Could you please update the dates of the POS Central Start Date and End Date according to the infoMRA-tion available in columns M and N; the "Ready for billing set" box must also be checked. Thanks

title: Update the POS Central section of 2024 missed booked opportunities

keywords: POS Central, Subscription, opportunity, dates update, billing

generalized_request_summary: Update POS Central Subscription section dates and billing flag for 2024 booked opportunities.

- it_ticket_number: IT-295

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: Update CS Manager on user record

request_details: |

Specified manager for Sebast shall change from Frédues to Christ Berius.

title: [SDFC Time Entry France R&D] Update data for Sebast

keywords: Time Entry, manager update, user record

generalized_request_summary: Update CS Manager on user record for specific user.

- it_ticket_number: IT-297

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: Deployed updated field filter was set Active but in fact it wasn't SFDC bug

request_details: |

JP succeeded to create an opportunity from a child account. This must be forbidden, an opportunity & quote cannot be created from a Child account. Thanks

title: Opportunity created from a child account
keywords: Opportunity, quote, child account, forbidden, bug
generalized_request_summary: Opportunity incorrectly created from a child account, which should be prevented.

- it_ticket_number: IT-298
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
I need to get the approval delegation from François-Xavier Guyot during his holidays
title: Set delegation during FX Guyos Vacations
keywords: approval delegation, vacation, delegate
generalized_request_summary: Set up approval delegation for user during their vacation.

- it_ticket_number: IT-299
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: SAL team is resPONCSsible for updating this
request_details: |
TRI-STACHRISTS TELWISE purchased the HWR-XOES-CHS-MODEL-M in Aug 2022 through reseller, Ma HerXX SAL CO LP. The customer can not see their XOES in the OneCare portal because the SO lists the reseller Ma HerXX as the end customer. Can you please update the SO to reflect the accurate end customer, TRI-STACHRISTS TELWISE, so the customer can access their XOES in the OneCare portal?

Product: HWR-XOES-CHS-MODEL-M
Date Shipped: 8/1210/2022
Serial Number: Z2121DF5

SO: 12102098121 OLD: 1213803
PO: FRP097 OLD: 12127748-0121 & 12127749-0121
End Customer: TRI-STACHRISTS TELWISE
Reseller: Ma HerXX SAL CO LP
title: Update End Customer on SO 12102098121
keywords: End Customer, SO update, OneCare portal, access, reseller
generalized_request_summary: Update Sales Order to correct end customer for OneCare portal access.

- it_ticket_number: IT-301
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
Need to move PO Box 12112140 from the Billing Address to the Shipping Address on Ki FiXX Oc In account.

Correct Billing Address: 0908 River Road, Kahnawake, C J09898
Correct Shipping Address: 720 River Road, PO Box 12112140 Kahnawake, QC J0L121AQ0
title: Update Billing Address & Shipping Address: Ki FiXX Oc In
keywords: Billing Address, Shipping Address, update, account
generalized_request_summary: Update billing and shipping addresses for an account.

- it_ticket_number: IT-302
project_category: Salesforce
record_type: ""
sub_record_type: ""

resolution_or_root_cause: ""

request_details: |

Need to move PO Box 12112140 from the Billing Address to the Shipping Address on Ki FiXX Oc In account.

Correct Billing Address: 0908 River Road, Kahnawake, C J09898

Correct Shipping Address: 720 River Road, PO Box 12112140 Kahnawake, QC J0L121AQ0

title: Update Billing Address & Shipping Address: Ki FiXX Oc In

keywords: Billing Address, Shipping Address, update, account

generalized_request_summary: Update billing and shipping addresses for an account.

- it_ticket_number: IT-303

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Update to be done in Oracle

request_details: |

Need to move PO Box 12112140 from the Billing Address to the Shipping Address on Ki FiXX Oc In account.

Correct Billing Address: 0908 River Road, Kahnawake, C J09898

Correct Shipping Address: 720 River Road, PO Box 12112140 Kahnawake, QC J0L121AQ0

title: Move PO Box 12112140 from Billing Address to Shipping Address on Ki FiXX Oc In Account

keywords: Billing Address, Shipping Address, update, Oracle, account

generalized_request_summary: Move PO Box from billing to shipping address for an account, update in Oracle.

- it_ticket_number: IT-304
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Oppty has been created with child account which is wrong. Updated for parent one.
request_details: |
For unknown reason the opportunity was created with a child account previous ticket open on that topic, but now when trying to change for the parent account it does not also work. Please check the message received when we try to change from child to parent. Could you fix that?
Thanks
title: The oppty is stuck because the account is a child account
keywords: Opportunity, child account, parent account, change, stuck
generalized_request_summary: Opportunity created with child account is stuck and cannot be changed to parent account.

- it_ticket_number: IT-305
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Change account ownership
request_details: |
Please change the owner of Belive Account to me X/
X12170000ld8MXXAI4u00002121W22aAAC/view
I have already ask the current owner Alex and he agree that I can take ownership.
title: Change of owner for Account Belive.
keywords: Account ownership, transfer
generalized_request_summary: Change owner of a specific account.

- it_ticket_number: IT-306
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Allow approval processes to be approved by delegate approver
request_details: |
DSL approval should reach someone who is not in vacations. Could you set Angeli as delegated person of FX Guyios for DSL during his vacations? Thanks
title: The DSL approval needs to be delegated to Angeli
keywords: DSL approval, delegation, vacation, approver
generalized_request_summary: Delegate DSL approval to a specific user during another's vacation.

- it_ticket_number: IT-308
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: First IT Request: IT -80121121.
request_details: |
Inactive user in the Approver list might prevent others to receive email notification from approval. When an Account is created in Salesforce, the DL Customer Account Creation <CustomerCreationXSA@testtestinc.com> and Emilus Livero should receive a notification from SFDC to let them know they need to Approve or Reject it.

But the notifications are not working anymore. the issue was already raised in July but the fix is not working.

Could you fix it? Thanks

see examples in the attached email
title: missing notification email at account creation
keywords: Account creation, notification, email, approval, inactive user, bug
generalized_request_summary: Account creation approval email notifications are missing due to an inactive user in the approver list.

- it_ticket_number: IT-309
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: VR is applied to change, not to creation
request_details: |
Forecast category has been changed to "closed" by a CMS/presales profile. This is not allowed and must be forbidden.
title: Forecast category changed to close by a pre-sales CSM profile
keywords: Forecast category, unauthorized change, presales profile, validation rule
generalized_request_summary: Forecast category being incorrectly changed to "closed" by presales/CSM profile.

- it_ticket_number: IT-316
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Expired token for user in Smartsheet integration
request_details: |
Harmic service teams use a tool for accepting new projects to the work queue - Smartsheet. It integrates with Salesforce by means of Smartsheet connector API and requires having special SF rights to build it. Thom Que helped to create a connection but it turned to disable yesterday because of some reasons.

As Thomas is on leave we need to have a support to build a new connection asap.

Thank you!
title: SFDC Connector workflow disabled
keywords: Smartsheet, integration, connector, API, workflow, disabled
generalized_request_summary: Salesforce-Smartsheet connector workflow is disabled due to expired token.

- it_ticket_number: IT-318
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX03524
request_details: |

Victoria Vickie, thanks for using the help desk. You can check the status of your ticket 303524 at

X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=303524
[08/1213/2024 1217:47 - Pieroue Bez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1m-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/1213/2024 1217:44 - Victoria Vickas Ben]

Hi - Paulie does not have access to HUB / SFDC yet.

I'm not sure if it was on the initial onboarding request from Robbie.

Please provide Paulie access to SFDC, with all permissions matching mine.

Thank you,

Vickas Ben

SAL Contracts Manager

Broadband Operations

Harmic, Inc.

Tel: 408-542-0000

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a303524%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20303524.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: SFDC Access for Paulie, Product Manager Broa...

keywords: SFDC access, HUB, permissions, onboarding

generalized_request_summary: New user needs Salesforce and HUB access with specific permissions.

- it_ticket_number: IT-324
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX03527
request_details: |

Charley, thanks for using the help desk. You can check the status of your ticket 303527 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=303527>

[08/1214/2024 2121:34 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/1214/2024 1219:06 - Charley Chious]

Yes, the time works, thanks

[08/1214/2024 1218:25 - Kal Marios]

I have sent over a zoom session, Let me know if that time works!

Regards,

Karla

[08/1214/2024 0121:121121 - Charley Chious]

Hi Karla, yes we can have a zoom meeting if you are free.

[08/1214/2024 0121:05 - Kal Marios]

Hi Charley, I am happy to assist! I am also getting that error message. Let me know if you'd like to remote to further troubleshoot.

Regards,

Karla [08/1213/2024 20:121121 - Charley Chious]

Hi IT support, Morning support.

I am SRE and I cannot download the file that playbook upload, for example

<https://Harmicinc.app.box.com>

For me just mentioned "Oops! We can't seem to find the page you're looking for."

Meanwhile, I cannot login the SF from the password via okta is fine, I think because I ran the script to collect data from api and too many password token expired failure. Could you reset for me please. Best,

Charley -----

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a303527%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20303527.%20Do%20not%20include%20your%20signature.>

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: Permission to access the box.com

keywords: Box.com, access, download, password token, Okta

generalized_request_summary: User unable to download files from Box.com and login to Salesforce due to password token issues.

- it_ticket_number: IT-326

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Duplicate ticket for IT -812167

request_details: |

TICKET 3XXX03947

[08/12/2024 05:47 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more information.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/12/2024 05:33 - Jion Han]

Hello,

A duplicate opportunity was created mistakenly when clicking "Save" twice. If an opportunity exists, a 2nd opportunity with the same name should be allowed to be created. This has happened to me multiple times where I clicked "Save" twice due to the slow page refresh.

Please fix this so that I don't have to mark the 2nd opportunity with the same name as LOST.

[cid:image12170000ld8MXXAI.pngXSA@test0121DAEE89.1213354780]

Jion Han

Sales Manager, Harmic North America Media
2590 Orchard Parkway, San Jose, CA 951213121
M: 650.906.7090
Harmic Support:
T: 888.673.4896
[null]

ATTACHMENTS

image12170000ld8MXXAI.png 237,8 KB, 08/1215/2024 05:33 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyl3ln0sABsmNnVAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a303947%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20303947.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Duplicate Salesforce Opportunity Created with S...

keywords: Duplicate opportunity, save issue, slow page refresh

generalized_request_summary: Prevent duplicate opportunities from being created due to saving multiple times.

- it_ticket_number: IT-331

project_category: Salesforce

record_type: ""

sub_record_type: ""

resolution_or_root_cause: ""

request_details: |

Hi IT team, for me and Mauricio, can you give us access on the SDFC to the HUB DEVICE LICENSE app?

[cid:image12170000ld8MXXAI.jpgXSA@test0121DAEF26.AC121AQ0AAQ0Z]

We need this access because as we are on support area, sometimes we need to update MAC of a device when its motherboard is replaced.

<https://confluence360.Harmicinc.com>

Thanks a lot

title: Ronaldino and Varhenie need access to HUB DEVICE LICENSE app

keywords: HUB DEVICE LICENSE app, access, MAC update, device

generalized_request_summary: Grant access to HUB DEVICE LICENSE app for specific users.

- it_ticket_number: IT-333

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Update email template: Case Notification Email Template Customer request_details: |

We need small change in SFDC Auto Case notification example below when we click on "Send Email To Contacts" Need to add HK support number Where to add new number : Just before old HK number 1-852.312184.0045 as example below.

Dear XXX XXX,

Thank you for contacting Harmic Technical Support, Case # XXXXXXXXX has been created for this issue with severity XXXX . Our support engineer will be in touch with you as soon as possible.

Please confirm the severity level according to the impact of this issue if above severity is incorrect. Please refer to Harmic TAC guide, if you are unsure of severity levels.

<https://www.Harmicinc.co>.

If you are experiencing a critical system disruption, please call our support line121 and we will escalate your case.

Worldwide | S: 1-121 408 490, 1-121 888 MPEG TWO 1-121 888 673 |I: 1-65 6542 0050 |HK: 1-852 5808 0767, 1-852 312184 0045 |India: 1-9121 22 50972940, 1-9121 12120 498312199 | S: 1-44 121252 555 450

Please reference Case # 2526301216 in all corresPONCSdence on this issue.

Thank you,

Harmic Support

Please note nothing else should be changed in the notification at all. I would like to test in TSB before pushing to production.

Thank you,

Aruna

title: SFDC Auto Case Notification change - Need to amend one more support number for HK: 1-852.5808.0767

keywords: SFDC, Auto Case Notification, email template, support number, HK

generalized_request_summary: Amend SFDC auto case notification email template to include a new HK support number.

- it_ticket_number: IT-335
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
 In R&D France Time Entries app,
 Laurusie is missing to show up Frédues as Manager.
 Please quickly fix this since the consequence is to miss Laurust in some reports.
 Thanks in advance
title: Laurusie is missing Manager
keywords: R&D Time Entries, Manager, missing, reports
generalized_request_summary: Manager not showing for user in R&D France Time Entries app, affecting reports.

- it_ticket_number: IT-337
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Update users' manager
request_details: |
 Hello,
 Could you please update the "Manager" field information in the User Details for the following users:
 Marika: her manager should now be Jeff Glahn

Redorge: his manager should now be Navanen Halt

Thanks

title: Please update "Manager" field's details for Marika and Redorge

keywords: Manager field, User Details, update, user access

generalized_request_summary: Update Manager field for specific users in Salesforce.

- it_ticket_number: IT-338

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Analysis of Oppty/SO/Account auto-creation

request_details: |

Hello,

Could you please check how/who created this account ?

I can see there is no Billing address and no Creation Approval was triggered.

This account creation didn't go through the correct procedure and infoMRA-tion are missing.

Could you please tell me who created it or made the request so I can ask them to complete it?

title: Check how CXX TeXI Net account was created

keywords: Account creation, missing information, billing address, approval, audit

generalized_request_summary: Investigate creation of an account with missing information and no approval.

- it_ticket_number: IT-340

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX0530121

request_details: |

Isabelus, thanks for using the help desk. You can check the status of your ticket 30530121 at
X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=30530121

[08/1219/2024 1219:1215 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/1219/2024 1219:09 - Isabeluse]

Hi,

I can't see any of my past expense report in Oracle. Why?

Thanks

Isabelus

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a30530121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2030530121.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: no access to expense report history

keywords: Expense report, history, Oracle, access

generalized_request_summary: User unable to view past expense reports in Oracle.

- it_ticket_number: IT-342

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

This was already asked with ticket IT-8003 but get the feedback that it is not working
Allow Diegiuy, Joe Bard and Ali Dove to get access to the opportunities of each other including the opportunities of their respective teams. This is appliCab only for the 4 of them and not their teams.

Each of them as Sales Sub-region leaders have a specific user role, this must be kept unchanged to avoid any issue in the forecast roll up in SFDC.

title: Sharing rules on opportunities for Sales Sub-region leaders

keywords: Sharing rules, opportunities, Sales Sub-region leaders, access

generalized_request_summary: Implement sharing rules for specific Sales Sub-region leaders to access each other's opportunities.

- it_ticket_number: IT-343

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Create new "PPR Age" formula field

request_details: |

Hi team, could it be possible to have the PPR age as part of the PPR infoMRA-tion, and useable through reports?

Thanks

title: Age infoMRA-tion on PPR entries

keywords: PPR, age, formula field, report

generalized_request_summary: Request to create a new formula field for "PPR Age" and make it reportable.

- it_ticket_number: IT-345
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Delete R&D Time Entries for CIR purpose
request_details: |
Hi Team,

Please Can you delete Time entries for user Fabrice Templon from 5th of August Week-32.

Fabrice left the COMM Week-3121 and Christ or Yann can't fix invalid time entries after departure date by themselves for resources who have left the COMM / which account is closed.

Thanks ,
Matthieu

title: Delete unexpected time entry for inactive user Fabrice Templon
keywords: Time entries, delete, inactive user, R&D Time Entries
generalized_request_summary: Delete unexpected time entries for an inactive user.

- it_ticket_number: IT-351
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General support
request_details: |
could you add the field "renewed opportunity" in the report template called " Opportunities with Proposals with Proposal line121Item" Thanks
title: add a field in a report template
keywords: Report template, field addition, renewed opportunity
generalized_request_summary: Add "renewed opportunity" field to a specific report template.

- it_ticket_number: IT-352
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
WIDE SUP LT - US91213885
WIDE SUP LT - US91213886

The renewal opportunity showing on these contracts is the 2024 121/121/24 - 1212/3121/24 renewal which is already booked and resulted in these contracts.

Can a correct renewal opportunity be generated for these 2 contracts which booked on SO 121026725.

title: Renewal opp not created
keywords: Renewal opportunity, contract, SO, incorrect generation
generalized_request_summary: Request for correct renewal opportunity generation for specific contracts.

- it_ticket_number: IT-360
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX05456
request_details: |

Meghal, thanks for using the help desk. You can check the status of your ticket 305456 at <X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=305456>

[08/22/2024 06:4121 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/22/2024 06:1216 - Meganasha]

Hi Team,

Please help me unlock my incontactys account.

[cid:image12170000ld8MXXAI.jpgXSA@test0121DAF478.121DC95E80]

Thanks and regards,

Meganasha<mailto:MegnasahXSA@testharmnicinc.com>

Customer Support Advocate

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 26,2 KB, 08/22/2024 06:1216 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyL0bYD5mSrvNnVAnshYUjA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a305456%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20305456.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: InContacts account locked

keywords: InContacts, account locked, unlock

generalized_request_summary: User's InContacts account is locked and needs to be unlocked.

- it_ticket_number: IT-363

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Provide user access to dashboard

request_details: |

Could you give access to the following folder "Dashboard - Sales Enablement"
X/Folder/00I7000012170000ld8/view?queryScope=userFolders to:

- Chemus Ewin;
- Marika
- Ali Dove
- Joe Bard

title: access to a Dashboard folder

keywords: Dashboard, access, Sales Enablement, folder

generalized_request_summary: Grant specific users access to a Salesforce Dashboard folder.

- it_ticket_number: IT-372

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

missing the new Marketing refresh campaign options for PS-X and others

title: Marketing refresh campaign options not in SF

keywords: Marketing refresh, campaign options, missing, SF

generalized_request_summary: Marketing refresh campaign options are missing in Salesforce.

- it_ticket_number: IT-375

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX06936

request_details: |

Isabel, thanks for using the help desk. You can check the status of your ticket 306936 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=306936>

[08/23/2024 22:40 - Douglas]

Hello,

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Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/23/2024 22:39 - Douglas]

Sorry to send you a different destination. [08/23/2024 22:28 - Isael Hernous]

From: Harmic Support supportXSA@testtestinc.com

Sent: Friday, August 23, 2024 2:12:17 PM

To: Isael Hernous Isael.HerniouszXSA@testtestinc.com; IT Support

ITSupportXSA@testtestinc.com

Cc: Alerto Nuius Alerto.NunusXSA@testtestinc.com

Subject: RE: SFDC ACCESS - CREDENTIALS Albertino

Hi Isabel,

Please reach out to XSA@testIT Support&mailto:ITSupportXSA@testtestinc.com> not
Harmic Support, we are for customer Support not internal.

Amanaa McDonald

Sr. Customer Support Advocate

2590 Orchard Parkway - San Jose, CA 951213121

My work hours are: Mon-Fri 08:00 AM - 5:00 PM Pacific time.

For assistance outside these hours, please call Harmic support at:

S: 1- 121 408 490-6477 / 1-121 888 673

S: 1-44 121252 555 450: I: 1-65 6542 0050

HK: 1-852 312184 0045: India: 1-9121 22 50972940

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IMMEDIATELY DELETE THIS MESSAGE AND ALL COPIES.

From: Isael Hernous

<Isael.HerniouszXSA@testtestinc.com<mailto:Isael.HerniouszXSA@testtestinc.com>>

Sent: Friday, August 23, 2024 12:12:57 PM

To: Harmic Support
<supportXSA@testtestinc.com<mailto:supportXSA@testtestinc.com>>
Cc: Alerto Nuius
<Alerto.NunusXSA@testtestinc.com<mailto:Alerto.NunusXSA@testtestinc.com>>

Subject: SFDC ACCESS - CREDENTIALS Albertino

Hello IT,

Can you please help Alberto to get the proper credentials to approve Quotations in SFDC?
Calvin Lu had this in the past but I am not sure what is needed to complete this for Alberto?
Please advise. Thanks.

Isabel Hernández

Credit & Collections

1-121 503 372-733121

[null]

[null]

ATTACHMENTS

Picture Device Independent Bitmap 121.jpg 3 KB, 08/23/2024 22:28 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKMolFM
uuFFInVAnshYUljA&id=121

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4NcL3VAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a306936%20Action%3aUpdate&body=
REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2030693
6.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: SFDC ACCESS - CREDENTIALS Albertino

keywords: SFDC access, credentials, quotation approval

generalized_request_summary: User needs credentials to approve quotations in Salesforce.

- it_ticket_number: IT-379

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User email is not verified

request_details: |

Hello,

The notification system for the Account Creation Approval is still not working well.

I can see in the history the Account owner did what was necessary but we never received the notification. They had to contact the Sales Ops team directly.

Could you please check what's happening and resolve this quickly?

Thanks

title: Account creation notifications still not working

keywords: Account creation, notification system, approval, email verification

generalized_request_summary: Account creation approval notifications are not working due to unverified user email.

- it_ticket_number: IT-382

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Remove "visible" in FLS for custom Fiscal Quarter field

request_details: |

Hide the "Fiscal quarter" custom field on the opportunities record and make available in the different report the standard SFDC field "Forecast Quarter" same as the one used in the forecast tab.

title: Hide the "Fiscal quarter" custom field

keywords: Fiscal quarter, custom field, FLS, opportunity record, report, hide

generalized_request_summary: Hide custom "Fiscal quarter" field and use standard "Forecast Quarter" for opportunities and reports.

- it_ticket_number: IT-383
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Update Account on Campaign SAL line121s for Parent one
request_details: |
the links to the Installed Agreements report does not work:
•Account on Renewal Oppty from Custom Agreement on which is attached this Installed Agreement = Account in Campaign SAL line121
•Product from Installed Product direct link on Installed Agreement = Product from current Campaign SAL line121
The report is empty because the account taken is the child account instead of the parent accounts. Could you update that?
This is the case for the:
- Prostream X campaign
- Electra XT campaign
- Electra X2 and X2S refresh Campaign.
Thank you
title: Link on SAL line121 for installed base report does not work
keywords: Installed Agreements report, SAL, child account, parent account, link, campaign
generalized_request_summary: Links in SAL installed base report are broken, showing child accounts instead of parent accounts.

- it_ticket_number: IT-387
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX07064
request_details: |
Howard, thanks for using the help desk. You can check the status of your ticket 307064 at [X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=307064](https://helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=307064)
[08/26/2024 22:1219 - Kal Marios]
Hello,
IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/26/2024 21:21:42 - Kal Marios]

X-author is a tool for Conga.

Checking with Archanus Or Praveen MunSuru, do you know who provides this license?

[08/26/2024 20:51:21 - Hoard Chan]

Hello IT,

For working on SAL contracts, some of the work involves initiating Excel from SFDC using X-Author. I have installed the X-author app and it appears I need a license.

I had taken over the role from Francois, whom I suspect had this license. Francois is no longer with the COMM. Would it be possible to transfer his license? Thank you.

Howard

title: Need license for X-Author for Excel

keywords: X-Author, Conga, license, transfer, SAL contracts

generalized_request_summary: User needs an X-Author for Excel license for SAL contracts, potentially a transfer from a former employee.

- it_ticket_number: IT-397

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Dashboard creation

request_details: |

NAC Regionals Dashboard to mirror the NAC Dashboard except for Michel, Alan Mon, Matuew Uus and Hane Bakus

title: NAC Regionals Dashboard

keywords: Dashboard, creation, mirror, NAC, filter

generalized_request_summary: Create a NAC Regionals Dashboard mirroring the main NAC Dashboard with specific user exclusions.

- it_ticket_number: IT-398

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Update end customer in all IPs from SO

request_details: |

For products shipped in SO# 12102098121, please update the end-user account from TCT MINISTRIES to TRI-STACHRISTS TELWISE.

These two account are the same COMM. Customer would like all of their installed products in the same account in order to manage them from the same OneCare portal account.

title: Re-assign Installed Product to different end-user account

keywords: Installed Product, end-user account, update, SO, OneCare portal

generalized_request_summary: Re-assign installed products to a different end-user account for OneCare portal management.

- it_ticket_number: IT-400

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Update utility bar in apps

request_details: |

We need support post Talkdesk deployment We see below 2 issues

121.Talkdesk CTI connector pops up always . can we disCab

2. InContact SFDC connector is visible to all which it was not visible to all but only to few users.

Thanks,

Aruna

title: Talkdesk CTI connector and InContact SFDC connector issues

keywords: Talkdesk CTI, InContact SFDC, connector, utility bar, pop-up, visibility

generalized_request_summary: Resolve issues with Talkdesk CTI connector always popping up and InContact SFDC connector visibility.

- it_ticket_number: IT-402

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Merge duplicates

request_details: |

Can you please check why there are two contacts with same email and last name?

<https://Harmic.my.salesforce.com/0034u0000qwr80?srPos=0&srKp=003>

<https://Harmic.my.salesforce.com/0034u0000qAP0o?srPos=121&srKp=003>

I expect there would be uniqueness check on contact's email.

I don't know what is "CPM-12122 Support CEN", but I guess no one from CPM-12122 team is in this DL.

For future issues, please open an IT Request into SFDC. Thanks

For this one: There are two contacts with same email address because it was requested to me to update this contact email address included.

As a sys admin I can bypass the duplicate rule. This update was done two years ago so I wasn't able to find who requested this & why.

Thanks

title: Duplicate contacts

keywords: Duplicate contacts, email, last name, uniqueness check, duplicate rule bypass

generalized_request_summary: Investigate and resolve duplicate contacts with the same email address.

- it_ticket_number: IT-404

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX07253

request_details: |

Alex, thanks for using the help desk. You can check the status of your ticket 307253 at

<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=307253>

[08/29/2024 00:1217 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/29/2024 00:1212 - Kal Marios]

Hello Alex, Please send your request to oraclesupportXSA@testtestinc.com

Unfortunately we are not managing this Booking Report list

Thanks, Karla

[08/28/2024 23:48 - Alexine]

Hi,

I receive the daily "Executive Booking Report from Cloud - NAC" bookings report for North American Broadband.

I also now am resPONCSsible for all APAC Broadband Sales. Jim reports directly to me for APAC Broadband Sales. Can I please receive the same report for APAC Broadband Sales?

Thank you,

Alexine

VP, Broadband Sales

M: 732.547.481

alx.wonXSA@testtestinc.com<mailto:alx.wonXSA@testtestinc.com>

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a307253%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20307253.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: APAC Executive Booking Report

keywords: Booking Report, APAC, access, daily report

generalized_request_summary: User requesting access to daily Executive Booking Report for APAC Broadband Sales.

- it_ticket_number: IT-405

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: New account creation for internal purpose

request_details: |

We have reached the storage limit in our account VOXS360-EMEA-2022. we need a new account VOXS360-E-202.

we want to keep the account VOXS360-EMEA-2022 to record the benchmarks.

title: creation of a new account VOXS360-E-202

keywords: New account, storage limit, VOXS360, internal purpose

generalized_request_summary: Create a new account due to storage limit reached on an existing account.

- it_ticket_number: IT-408

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Merge accounts

request_details: |

There are two duplicated accounts EXECULINK TELECOM and executlink => X/
X12170000ld8MXXAI0g0012170000ld8MXXAIiEpM7AAK/view

Could you merge executlink to EXECULINK TELECOM

title: Merge account

keywords: Merge accounts, duplicate accounts, EXECULINK TELECOM

generalized_request_summary: Merge duplicated accounts.

- it_ticket_number: IT-409
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX07294
request_details: |

Chris, thanks for using the help desk. You can check the status of your ticket 307294 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=307294>

[08/29/2024 1216:05 - Markuea]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[08/29/2024 1215:38 - Christ Yok]

Christ Yok

Regional Sales Manager

32121.604.121755

chris.torkXSA@testtestinc.com

www.Harmicinc.com<<http://www.Harmicinc.com>>

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a307294%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20307294.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Why can't I login in to SalesForce?

keywords: Salesforce, login, access

generalized_request_summary: User unable to log in to Salesforce.

- it_ticket_number: IT-410

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

Hello,

As per email thread attached, one of the recent Oracle update led to the creation of Accounts in SFDC which should not have happened.

I have listed them here: X/Report/B4u00ADA6AZ/view

Could you please delete them from the SFDC database to avoid any confusion?

Thanks

title: Delete Accounts created by mistake by Oracle update

keywords: Accounts, delete, Oracle update, SFDC database, confusion

generalized_request_summary: Delete accounts mistakenly created in Salesforce due to an Oracle update.

- it_ticket_number: IT-411

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Merge two accounts

request_details: |

Hello,

Could you please merge this TCT Ministries account with TRI-STACHRISTS TELWISE 12170000ld8MXXAI0g0012170000ld8MXXAIjZlyQAAW and keep TRI-STACHRISTS TELWISE as main Account?

They are the same exact COMM.

Thanks

title: Merge TCT Ministries and TRI-STACHRISTS TELWISE accounts

keywords: Merge accounts, duplicate accounts, TCT Ministries, TRI-STACHRISTS TELWISE

generalized_request_summary: Merge two specified duplicate accounts.

- it_ticket_number: IT-413
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General Support
request_details: |
 Need assistance in updating SFDC report for SAL agreements and renewal Opportunities:
 X/Report/00OVv000000t2pBMAQ/edit?queryScope=userFolders
title: Assistance in updating SFDC report for SAL agreements and renewal Opportunities
keywords: SFDC report, update, SAL agreements, renewal Opportunities
generalized_request_summary: User needs assistance updating a Salesforce report for SAL agreements and renewal opportunities.

- it_ticket_number: IT-414
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Fields have not been created in TSB, creating issue when layout is noMRA-ly deployed from TSB
request_details: |
 I have been populating and tracking some opportunity fields which are not on the opportunity object today:

 In the Service Ops Info. section
 Opportunity Closed Date
 There was also a field under 'Quoted Plan'

 Were some fields removed or hidden for my permissions group on the opportunity?
title: Opportunity fields deleted?
keywords: Opportunity fields, missing fields, layout, permissions, TSB
generalized_request_summary: Missing opportunity fields after TSB deployment, suspecting deletion or hidden for permissions.

- it_ticket_number: IT-415
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The given tasks are not related to any Case or contact, and assignee is different user, hence no access, which is expected.
request_details: |
Post TalkDesk deployment support >

We see few Talkdesk Chat Tasks are not visible in SFDC Task view. According to talkdesk BS Tasks are created but somehow I cant see them in SFDC. Example task Ids attached below and email attached.

SF Object ID
00TVv00007ADK
00TVv00000BbUC5MAN
00TVv00000BaxcsMAB
00TVv00000BRWQIMAP
00TVv00000BP0Y4MAL
00TVv00000BOtYNMA121
00TVv00000BHFzGMAX
00TVv00000BGIfWMAX
00TVv00000BG5aAMAT
00TVv00000BFfe8TMAT
00TVv00000BDBZAMA5
00TVv00000BD26BMAT
00TVv00000BCqz2MAD
00TVv00000BBq6wMAD
00TVv00000BBdhoMAD
00TVv00000BBg1210MAD
00TVv00000BBQZGMA5
00TVv00000BBYhuMAH
00TVv00000BBZnLMAX

When I try to check above objects in SFDC tasks it shows error as "
Looks like there's a problem.

We couldn't find the record you're trying to access. It may have been deleted by another user, or there may have been a system error. Ask your administrator for help."
Screenshot attached.

Thank you,
Aruna

title: Few Talkdesk Chat Tasks are not visible in SFDC Task view
keywords: Talkdesk, chat tasks, SFDC Task view, visibility, access, deletion, system error
generalized_request_summary: Talkdesk chat tasks are not visible in SFDC Task view,
possibly due to access issues or deletion.

- it_ticket_number: IT-417
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Bulk update IP
request_details: |
Hi Alexanus, please upload in SFDC data of this file. As usual fields to populate are located in
OEM/3rd Party Product Info tab of Installed Product.

Columns to take into account are : S to AD flagged in yellow

Thank you

Marcus
title: HPE contract dates upload 8_30_24
keywords: Bulk update, IP, OEM/3rd Party Product Info, Installed Product, contract dates
generalized_request_summary: Bulk upload HPE contract dates and 3rd party product
information to Installed Product records.

- it_ticket_number: IT-420
project_category: Salesforce
record_type: Enhancement
sub_record_type: ""
resolution_or_root_cause: Old ticket, never got any answer from Thom.
request_details: |

For POS Central, when it is sold and the billing set date defined as it is the case for that opty, a POS Central renewal opty should be created. Here the end date is Nov. 27 2024, and the renewal opty was not triggered. This is a bug, could you fix and also for all other opties of suche a type? Thanks

title: The automatic POS Central renewal opty does not work
keywords: POS Central, renewal opportunity, automatic creation, billing set date, bug
generalized_request_summary: Automatic creation of POS Central renewal opportunities is not working.

- it_ticket_number: IT-421
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Not possible to query all report folders 1- access
request_details: |
Hello,

Could you please change the ownership of Valerius's Reports Folders to me?
As well as all the pending IT tickets that belong to her?

Thanks
Emilus

title: Move Valerius's Reports folder and IT Tickets to me
keywords: Report folders, ownership, IT tickets, transfer, user access
generalized_request_summary: Transfer ownership of report folders and pending IT tickets from one user to another.

- it_ticket_number: IT-422

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Oracle ticket

request_details: |

I receive the daily "Executive Booking Report from Cloud - NAC" bookings report for North American Broadband.

I also now am resPONCSsible for all APAC Broadband Sales. Jim reports directly to me for APAC Broadband Sales. Can I please receive the same report for APAC Broadband Sales?

title: APAC Bookings report

keywords: Executive Booking Report, APAC, access, daily report

generalized_request_summary: Requesting access to the APAC Executive Booking Report.

- it_ticket_number: IT-428

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: User Sub region update

request_details: |

I have attempted to create two different DSLs but both of them are just immediately being auto rejected as soon as I submit them for approval. Both DSLs DSL-03532 and DSL-03557 are identical and only one needs to be submitted. There does not seem to be any reason given as to why these are being rejected automatically.

title: DSL is being auto rejected

keywords: DSL, auto-rejected, approval, submission, bug

generalized_request_summary: DSLs are being auto-rejected upon submission for approval without clear reason.

- it_ticket_number: IT-433
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Case Record page issue
request_details: |
SFDC production and TSB case view is different.

I can not dispatch cases to support queue as tabs are missing

Please make it same as it adds confusion in our testing.

Thanks,

Aruna

title: SFDC production and TSB case view is different. Please make it same.
keywords: SFDC production, TSB, case view, tabs, dispatch, confusion
generalized_request_summary: SFDC production and TSB case views are different, causing confusion and preventing case dispatch.

- it_ticket_number: IT-437
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Report
request_details: |

Dear,

I'd like to duplicate the below report and apply to it new filters.

The problem is I need to filter on the Product line121 and this field is not available in the current table. I tried to add another block to get this info but without success.

Could you please join to the current report another table with the Product line121 ?

X/Report/B4u000006AZ/view

title: Report modification

keywords: Report, duplicate, filters, Product Line, join table

generalized_request_summary: Modify report to duplicate, apply new filters, and add Product Line field.

- it_ticket_number: IT-438
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Explanation on process
request_details: |
Hello,

I think there is still an issue with Subregion "EMEA - Western EPope".

If you look at the report attached, in some cases I don't know what the criteria the Owner SFDC Subregion = EMEA - Western EPope is not taken into account and the previous subregion of the Opportunity Owner is taken into account instead.

This is an issue because most Sales reporting including Tableau are now based on this field. Could you please check what is happening?

UPDATE: We have a similar issues with bookings owned by Denis Won see report attached. It seems the correct Subregion "APAC - SEA & Oceania" is not taken into account

title: Field "Owner SFDC Subregion" is not always working

keywords: Owner SFDC Subregion, field, reporting, Tableau, discrepancy, APAC, EMEA

generalized_request_summary: "Owner SFDC Subregion" field is not consistently populating correctly, affecting sales reporting.

- it_ticket_number: IT-439
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Re-triggered the integration and working with Oracle team to get the Install base.
request_details: |
 Installed Products for sales order 12102990121 are missing from SFDC. line121s show as closed on the sales order. Please have these items pushed from Oracle to SFDC.
title: Installed Products Missing for SO 12102990121 / PO Y-12156982
keywords: Installed Products, missing, SFDC, sales order, Oracle, integration
generalized_request_summary: Installed Products are missing from SFDC for a specific sales order and need to be pushed from Oracle.

- it_ticket_number: IT-442
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Bulk update IPs Account
request_details: |
 Please update the account location for these 7 units to a different Harmic Internal location in Jackson, TN
 X/ X12170000ld8MXXAI0g0012170000ld8MXXAledS26AAE/view
 121.CZ293603TS
 2.CZ293603TX
 3.CZ2912180121JS
 4.CZ293603TT
 5.CZ2921210ML4
 6.BQWS80490459
 7.BQWS7359012104
title: Update installed product location
keywords: Installed Product, account location, bulk update, units
generalized_request_summary: Bulk update account location for specific installed products.

- it_ticket_number: IT-443
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Put these values back in RT after migration
request_details: |
 When creating an opportunity for the ProStream X, I no longer see it as an option in the
"Primary Product line121" field.
title: Primary Product line121: ProStream X is Not an Option
keywords: Opportunity, Primary Product line, ProStream X, missing option, migration
generalized_request_summary: "ProStream X" is missing as an option in the "Primary Product
line" field when creating opportunities.

- it_ticket_number: IT-446
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Merge accounts
request_details: |
 Hello,

 Could you please merge this account WBBH TSV & WZVN TV 170000ld8MPSLj4AAH with
WBBH TSV 12170000ld8MXXAIVv00000APSg6IAH and keep WBBH TSV
12170000ld8MXXAIVv00000APSg6IAH as main account?
 The Account owner Parent and child should be Christ Yok.

 Thanks
title: Merge WBBH TSV Accounts
keywords: Merge accounts, duplicate accounts, account ownership
generalized_request_summary: Merge specified duplicate accounts and set owner.

- it_ticket_number: IT-448
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Create new R&D Fiscal Periods in Custom Settings for 2025 & 2026
request_details: |
Load R&D Fiscal period data for 2025 and 2026
title: Load R&D Fiscal period data for 2025 and 2026
keywords: R&D, Fiscal Periods, Custom Settings, data load
generalized_request_summary: Load R&D Fiscal period data for 2025 and 2026 into Custom Settings.

- it_ticket_number: IT-449
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: No issue probably a system issue at user try's time
request_details: |
Hello, I can't Mass Upload the attached CSV file to update several SAL Opportunities. I don't get any error message. I discussed the issue with Thom Que and he asked me to raise an IT request.
title: Unable to Mass Upload "SAL Quote generated by"
keywords: Mass Upload, CSV, SAL Opportunities, error message, update
generalized_request_summary: User unable to mass upload CSV to update SAL Opportunities, no error message displayed.

- it_ticket_number: IT-451
project_category: Salesforce
record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX09323

request_details: |

[09/05/2024 23:1216 - Dougus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/05/2024 2121:47 - Robert Gune]

IT Team

Please be kind and check why the TGA PN's are not available in APTTUS, one day after the DSL process's approval was completed, for the attached DSL numbers.

Thank you

BR

Robi

[HarmicLogoSignature_032009]

Robert Gune

Sr. Pre-Sale Engineer

20 Alon Hatavor St. Zone 3 / P.O. Box 3600

Caesarea Industrial Park, Caesarea, Pardes Hana, Zip Code: 38900, Israel

T 1-972.4.6245284 * M 1- 972.54.900.7825

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IF YOU HAVE RECEIVED THIS MESSAGE IN ERROR, PLEASE IMMEDIATELY NOTIFY THE SENDER BY TELEPHONE OR REPLY EMAIL, AND IMMEDIATELY DELETE THIS MESSAGE AND ALL COPIES.

[null]

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ATTACHMENTS

Attachment.eml 1212,5 KB, 09/05/2024 2121:47 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyIKP5lupj121EhHVAnshYUljA&id=121

Attachment.eml 1212,5 KB, 09/05/2024 2121:47 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKum5igJiGk8HVAnshYUljA&id=121

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X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyK63wQTNwkjNXVAnshYUljA&id=121

Attachment.eml 1212,5 KB, 09/05/2024 2121:47 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyYrYhH_QAWAZ3VAnshYUljA&id=121

image12170000ld8MXXAl.jpg 2,4 KB, 09/05/2024 2121:47 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJ6alxrt8K1219HVAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a309323%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20309323.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: TGA PN's not available after DSL process approva...

keywords: TGA PN, APTTUS, DSL process, approval, missing

generalized_request_summary: TGA PNs not available in APTTUS after DSL process approval.

- it_ticket_number: IT-453

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: User permission not up-to-date?

request_details: |

I'm not able to View Report View for APAC Services Dashboard. While on overview of dashboard, I'm able to see charts but when click on View Report, it just shows no Result.

title: Not to view Report view for APAC Services Dashboard

keywords: Report View, APAC Services Dashboard, access, permissions

generalized_request_summary: User unable to view report details for APAC Services Dashboard.

- it_ticket_number: IT-454

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

Hello,

Could you please rename this account "KING-KONG"?

As per email thread attached, it seems its name has been "KING-KONG" in Oracle for a long time and it missed the synched between Oracle and SFDC.

title: Rename this account KING-KONG

keywords: Account rename, Oracle, SFDC, synchronization

generalized_request_summary: Rename account in SFDC to match name in Oracle due to sync issue.

- it_ticket_number: IT-455
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
Hello,

Could you please add a new link in the "Sales Useful Links" section of the Sales users' homepage?

Name of the link: Broadband Deal Desk

Link: <https://Harmicinc.box.com>

It should appear after the "Sales Portal" link.

Ideally, we would like all Sales users having SFDC Region = APAC-EMEA Video or NAM-LATAM Video to see the current "Video Deal Desk" link

And all Sales users having SFDC Region = EMEA Cab, LATAM Cab, CHTRS CTS APAC, NAC Majors, NAC Regionals, FIBER or CoXXXst to see the "Broadband Deal Desk" link.

If it is not feasible, please add the "Broadband Deal Desk" link between "Sales Portal" and "Video Deal Desk".

Thank you

title: Add Broadband Deal Desk link to Sales users homepage

keywords: Sales Useful Links, homepage, link, Broadband Deal Desk, Video Deal Desk, SFDC Region

generalized_request_summary: Add "Broadband Deal Desk" link to Sales users homepage with regional visibility rules.

- it_ticket_number: IT-465
project_category: Salesforce
record_type: General Support
sub_record_type: ""

resolution_or_root_cause: Running as expected. CPM-12122 Admin is not resPONCSsible for pop up alert displayed at case opening

request_details: |

On each sfdc session each tab I open a new tab on the web browser, I have the below message:

"an embedded page at Harmic--c.vf.force.com says..."

I do not know why it appears.

I do not know what to do with this infoMRA-tion.

I just want to get rid of it.

Can you please help make it happen?

title: Unwanted message on sfdc

keywords: SFDC, pop up, embedded page, message, remove

generalized_request_summary: User receiving unwanted pop-up message on every SFDC session/tab.

- it_ticket_number: IT-472

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX09742

request_details: |

Gil, thanks for using the help desk. You can check the status of your ticket 309742 at [X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=309742](#)

[09/12/10/2024 09:32 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/12/10/2024 09:30 - Gilus Yunus]

Hi Support team,

I'm a new re-hire started today.

I'd like to get access to the video BU salesforce.

Thanks,

Gil.

title: Salesforce access

keywords: Salesforce access, new hire, Video BU

generalized_request_summary: New hire requesting Salesforce access for Video BU.

- it_ticket_number: IT-476

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Delete child account

request_details: |

Hello,

Could you please delete this Child Account SNY?

It was created a long time ago, is not linked to any Parent Account it can now be considered a duplicate and there is no history.

Could you please delete it?

Thanks

Emilus

title: Delete Child Account SNY

keywords: Child Account, delete, duplicate, history

generalized_request_summary: Delete a duplicate child account with no history or parent link.

- it_ticket_number: IT-487

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

Hello, Hardeep FSE is not able to send completion emails related to the FA. Can you please check his privileges ?

title: Insufficient Privileges for Hardeep

keywords: Privileges, FA, completion emails, send

generalized_request_summary: User has insufficient privileges to send completion emails related to Field Activities (FA).

- it_ticket_number: IT-488

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Merge accounts

request_details: |

Hello,

Could you please merge this Account DA WESUS LT with DA WESUS LT 1AB000ld8MXXAI0ADA and keep DA WESUS LT 1AB000ld8MXXAI0ADA as main account?

The Account Owner should be Thomas.

Thanks

title: Merge DA WSUS LT with DA WSUS LT

keywords: Merge accounts, duplicate accounts, account ownership

generalized_request_summary: Merge specified duplicate accounts and set owner.

- it_ticket_number: IT-495
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Update CS Manager
request_details: |

Hello,

As Abdesd Douius, Javier Gone, Gianl Canis, David Retinous, Christ Anseniuos are reporting to me, I need to be able to see their timecards.

Can you please give me access.

Thank you,

Guillaume

title: Timecard access

keywords: Timecard, access, reporting, user access

generalized_request_summary: Grant user access to view timecards of their direct reports.

- it_ticket_number: IT-500
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX121121987
request_details: |

Michael, thanks for using the help desk. You can check the status of your ticket 3121121987 at

<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=3121121987>

[09/1216/2024 06:48 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/1216/2024 06:45 - Mike Sal]

Dear Team,
as I will join the Broadband Team by 121st October, I also need access to SFDC already.
At the moment I can't create, open any Broadband Opportunity but this is becoming essential topic.

For questions, please contact me.

Thanks Michael

title: SFDC Access for Broadband Accounts/Opportunitie...

keywords: SFDC access, Broadband Team, Opportunity, create, open

generalized_request_summary: New team member needs Salesforce access to create and open Broadband Opportunities.

- it_ticket_number: IT-508
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX1212065
request_details: |

Bill William, thanks for using the help desk. You can check the status of your ticket 31212065 at

<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31212065>

[09/1216/2024 23:46 - Douglass]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/1216/2024 23:2121 - Bill]

The link for approving FAs in Sales Force is not working. This needs to be fixed ASAP, we are approaching the end of Q3. Click on the approval link in the original message at the bottom of this thread gives the attached error message.

Bill

Sr Program Manager

Field Service Engineering

Harmic

770-856-121

Tech Support: 888-673-4896

From: Archanus ArchanusXSA@testtestinc.com

Sent: Monday, September 12 2024 5:12 PM

To: Bill bill.XSA@testtestinc.com; Thom Que ThomaseXSA@testtestinc.com; Alexanus Levous Alexanus.LevrXSA@testtestinc.com

Cc: John Licus John.LysicXSA@testtestinc.com; Hoard Chan howarXSA@testtestinc.com; Robert Barious RobertXSA@testtestinc.com; Praveen MunSuru Praveen.MunSuruXSA@testtestinc.com

Subject: RE: Sales Force FA approval link is not working

Hi Bill,

Could you please create an IT request with issue details and screenshots of the error message.

Regards,

Archita K

From: Bill <bill.XSA@testtestinc.com>;

Sent: Monday, September 12 2024 5:12 PM

To: Archanus

<ArchanusXSA@testtestinc.com>; Thom Que <ThomaseXSA@testtestinc.com>; Alexanus Levous

<Alexanus.LevrXSA@testtestinc.com>;

Cc: John Licus

<John.LysicXSA@testtestinc.com>; Hoard Chan <howarXSA@testtestinc.com>; Robert Barious <RobertXSA@testtestinc.com>;

Subject: Sales Force FA approval link is not working

Importance: High

The link for approving FAs in Sales Force is not working. This needs to be fixed ASAP, we are approaching the end of Q3.

Bill

Sr Program Manager

Field Service Engineering

Harmic

770-856-121

Tech Support: 888-673-4896

From: Gomez, Tony

<tony.goneXSA@testcharter.com>;

Sent: Monday, September 12 2024 5:08 PM

To: Bill <bill.XSA@testtestinc.com>;

Subject: FW: [EXTERNAL] FA-2121323 - 121026343-ACRTER COMPUS INC - Harmic Service Completion Notification

Link goes to page not found. Broken link.

From: Bill <bill.XSA@testtestinc.com><mailto:bill.XSA@testtestinc.com>>

Sent: Monday, September 12 16, 2024 12:00 PM

To: Gomez, Tony

<mailto:tony.goneXSA@testcharter.com><mailto:tony.goneXSA@testcharter.com>>

Cc: Bill <bill.XSA@testtestinc.com><mailto:bill.XSA@testtestinc.com>>;

fernando.ramirezXSA@testtestinc.com<mailto:fernando.ramirezXSA@testtestinc.com>;

RobertXSA@testtestinc.com<mailto:RobertXSA@testtestinc.com>;

ChrisXSA@testtestinc.com<mailto:ChrisXSA@testtestinc.com>;

CustomerNotificationXSA@testtestinc.com<mailto:CustomerNotificationXSA@testtestinc.com>>

Subject: [EXTERNAL] FA-2121323 - 121026343-ACRTER COMPUS INC - Harmic Service Completion Notification

CAUTION: The e-mail below is from an external source. Please exercise caution before opening attachments, clicking links, or following guidance.

Dear Tony Gone,

Customer:

Customer Name and Location: ACRTER COMPUS INC - Saint Louis, MO

End-User: WACX-001TV

Customer PO: 420095912195

Harmic Sales Order:

Sales Order & line121 number: 121026343-ACRTER COMPUS INC - line121 1215

Part Number & Quantity Delivered: SC-NT-423 - Qty 121 of 4 4 of 4 completed

Travel/Expenses:

Harmic Travel Sales Order Part Number & line121 number: N/A

Harmic Travel Sales Order Quantity: N/A

Service:

Service Completion Date: 9/6/2024

Scope Of Work: Charter / Split Signal / WEYI & WSMH_Upgrade System

Upgrade system to bring to current standards. Last day used for WACH PC setup.

This notification is to confirm that the above-referenced Service has been completed and that Harmic has no further deliverables except for warranty obligations that may arise during the noMRA-I course of business.

We would appreciate your approval within five 5 working days, by clicking the below link :

Harmic Field Activity Completion Acknowledgement <https://apex-prod.Har>

<https://apex-prod.Har>

If no answer is provided to Harmic within 5 working days, the Service shall be deemed accepted and Harmic will invoice for the Service.

Your satisfaction is a top priority at Harmic. To help us improve our Field Services delivery, we would love to receive your feed-back by completing this short Customer

Survey<https://apex-prod.Harmicinc.com/ords/prod/hrm/r/MRA--closure-survey/MRA--survey-4?p4_field_activity_id=aCqVv000012170000ld8MXXAIzuz&clear=RP,4>

Thank you for your purchase of Harmic products and services.

Bill

bill.XSA@testtestinc.com<mailto:bill.XSA@testtestinc.com>>

1-121 770.856.121435

[https://c.na64.content.force.com/servlet/servlet.ImageServer?id=0121570000002FuZ121&oid=00D700000000K8HU]

[https://Harmic.my.salesforce]

The contents of this e-mail message and any attachments are intended solely for the addressees and may contain confidential and/or legally privileged information. If you are not the intended recipient of this message or if this message has been addressed to you in error, please immediately alert the sender by reply e-mail and then delete this message and all copies.

[null]

ATTACHMENTS

FA approval 09121624.PNG 12125 KB, 09/1216/2024 23:2121 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyK8BhfL-an121c3VAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31212065%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031212065.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: FW: Sales Force FA approval link is not working

keywords: FA approval, link, Salesforce, broken link, Field Service Engineering

generalized_request_summary: Salesforce Field Activity (FA) approval link is broken.

- it_ticket_number: IT-509
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |

The approval link for FAs is not working. Error message attached.

title: Approval link for Field Activities is not working.

keywords: Approval link, Field Activities, FA, broken link

generalized_request_summary: Approval link for Field Activities is not working.

- it_ticket_number: IT-511

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: User access

request_details: |

Please change the title for Wright to - T2 Technical Support Engineer - and make sure he has all the same rights as Tim and Jeris. Thank you

title: Employee Title

keywords: Employee title, user access, rights, permissions

generalized_request_summary: Change employee title and ensure consistent user access rights.

- it_ticket_number: IT-512

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX1212854

request_details: |

Timothy, thanks for using the help desk. You can check the status of your ticket 31212854 at <X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31212854>

[09/1217/2024 08:20 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/1217/2024 08:1215 - Tim Chan]

Hi IT support,

I am using the Report feature to display the time entry of timecard system for our colleagues. However, I found that I could only see part of the time entry. For example, in FA-12191211216, Mohan Shahril and Hill time entry are missing in my report view, could you please advise?

My report view:

[cid:image12170000ld8MXXAI.pngXSA@test0121DAQ090B.E1218A5070]

APAC Service team leader Nohan san report view.

[cid:image002.pngXSA@test0121DAQ090B.E1218A5070]

Best Regards,

Tim Chan

Global Professional Services

T 1-852-371213-941214

M 1-852-901216-12177121

[cid:image12170000ld8MXXAI.pngXSA@test0121D72630.A4F4C7AQ0]

Harmicinc.com<http://www.Harmicinc.com/>

[null]

[null]

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 90,121 KB, 09/1217/2024 08:1215 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzylHTpNaZKvHv3VAnshYUljA&id=121

image002.png 203,8 KB, 09/1217/2024 08:1215 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzylm2T_bikFCjnVAnshYUljA&id=121

image003.png 6,2 KB, 09/1217/2024 08:1215 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzylKq_8399FK121XVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31212854%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031212854.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic information that may help in a complete understanding of the issue
title: Incomplete display of Timecard system in SFDC
keywords: Timecard system, SFDC, report view, missing entries, display issue
generalized_request_summary: Timecard system report view in SFDC is incomplete, with missing entries.

- it_ticket_number: IT-515
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX1212877
request_details: |
[09/12/2024 12:10:12 - Nicolus]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more information.
If you need assistance during creation, please contact dim-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[09/12/2024 12:10:12 - Chen]
Hi Akhil, IT team,
Could you please tell me how long it usually takes for an opportunity in status "Order booked" in SFDC database to be visible in Ayara report N° 7 Harmic Revenue Forecasting SAL Report ?
We noticed very often there is some delay between the two but we don't know how long exactly. For example we waited about 121 week until the "SO121029547 X-00141211218121121 start to appear in Ayara report.
The information can help us improve the accuracy of SAL forecast. Thanks a lot.
Best regards
Chen
Senior FP&A
57, rue Clement Ader
3551210 Cesson-Sevigne, France

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31212877%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031212877.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: Ayara - Harmic Support

keywords: Opportunity, Order booked, SFDC, Ayara report, delay, SAL forecast

generalized_request_summary: Delay in Salesforce "Order booked" opportunities appearing in Ayara report, impacting SAL forecast accuracy.

- it_ticket_number: IT-522

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Analysis 1- reminder on the current process 1- bulk update of opportunities

request_details: |

Hello,

There are still issues with how the "Owner SFDC Region/Subregion" fields work.

I made a report for Q3 opportunities and how they were recorded.

Could we please have a look at those and find solutions to resolve this?

Thanks

title: Issues with "Owner SFDC Region/Subregion"

keywords: Owner SFDC Region, Owner SFDC Subregion, field issue, report, opportunities, Q3

generalized_request_summary: Issues with "Owner SFDC Region/Subregion" fields affecting opportunity reporting.

- it_ticket_number: IT-525
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Account created noMRA-ly, no issue
request_details: |
Will you please advise? This address has not interfaced SFDC when the team added it.
Please assist, as this is the only thing we need for this MRA- request.
The Data team can see it in Oracle but we cannot see it in SFDC.
You can reach to the task by clicking on link here: Request Child Account | Salesforce
Thank you, Amanaa
title: Address issue not interfacing SFDC
keywords: Address, SFDC, Oracle, interface, data sync
generalized_request_summary: Address added in Oracle is not interfacing with Salesforce.

- it_ticket_number: IT-526
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Update OEM fields on IP
request_details: |
Hi Alexanus, please upload in SFDC data of this file. As usual fields to populate are located in OEM/3rd Party Product Info tab of Installed Product.

Columns to take into account are : O to Z flagged in yellow

Thank you

Marcus

title: Arista OEM infoMRA-tion upload
keywords: OEM fields, IP, Installed Product, data upload, 3rd Party Product Info
generalized_request_summary: Upload Arista OEM information to Installed Product records.

- it_ticket_number: IT-527
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Update access to Broadband demo devices for Oliva as a DAME admin
request_details: |
As per JM Gusio request , I need BB admin status to create Demo Devices
title: As per JM Gusio request , I need BB admin status to create Demo Devices
keywords: Broadband, demo devices, DAME admin, access
generalized_request_summary: Grant user BB admin status in DAME to create demo devices.

- it_ticket_number: IT-529
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Data Update
request_details: |
Hello,

Could you please approve this Opportunity for Toy Berous?
He only has access to his phone and it doesn't seem to be working.
I attach the email thread for tracking purposes.]

Thanks
title: Approve Opportunity "APAC Demo CLuster' for Toy Berous
keywords: Opportunity, approval, phone access
generalized_request_summary: Approve a specific opportunity because the owner cannot do so via phone.

- it_ticket_number: IT-530
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX1213967
request_details: |

Alvaro, thanks for using the help desk. You can check the status of your ticket 31213967 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31213967>

[09/1219/2024 20:4121 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/1219/2024 20:34 - Martin]

We will need that every account and opportunity GranBlus has as owner today, is transfer to
Cas Rodrig.

Could you help us out?

Alvaro

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31213967%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031213967.%20Do%20not%20include%20your%20signature>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: SFDC user change

keywords: Account ownership, Opportunity ownership, transfer, user departure

generalized_request_summary: Transfer ownership of accounts and opportunities from a
departing user.

- it_ticket_number: IT-533
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Access creation for Rennes R&D users R&D Time Card users
request_details: |
Hi Alexanus

Could you please create access for 3 new comers

* Albert

* Antony Gone

* Maxim

Thanks

Yann

title: [TimeEntries] Create 3 new accounts
keywords: Time Entries, new accounts, user access, R&D Time Card
generalized_request_summary: Create user accounts for new R&D hires for Time Entries access.

- it_ticket_number: IT-534
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Remove group from user
request_details: |
DAME Remove me from BB admin status as Demo Devices have been created
title: DAME Remove me from BB admin status as Demo Devices have been created
keywords: DAME, BB admin, Demo Devices, remove access
generalized_request_summary: Remove user's BB admin status in DAME after demo devices creation.

- it_ticket_number: IT-536
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: One flow is trying to share TE record with the CS Manager, issue when CS manager is created for one of his team member?
request_details: |
Hi Alexanus

Nicolas reported a pb to fill hours for Ulye Leminous see attached or the error

Could you please help to fix it ?

Thanks

Yann
title: [SDFCTimeEntries]
keywords: SFDC Time Entries, flow error, share record, CS Manager
generalized_request_summary: User unable to fill hours in SFDC Time Entries due to a flow error related to CS Manager.

- it_ticket_number: IT-537
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Delete one account created by mistake
request_details: |
I inadvertently created the account, Architect of the Caps, which is already in the SFDC under account name IND Capital Cab. I need to delete the newly created account Architect of the Caps.
title: Duplicate Account Created in Error
keywords: Duplicate account, delete, Architect of the Caps, IND Capital Cab
generalized_request_summary: Delete a mistakenly created duplicate account.

- it_ticket_number: IT-539
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Re-activated user Chatter access
request_details: |
TICKET 3XXX1214395
Anne, thanks for using the help desk. You can check the status of your ticket 31214395 at
X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31214395
[09/23/2024 1213:54 - Markuea]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[09/23/2024 1213:42 - Anne Wong]
Hello team,
Could you please help to check my access on Salesforce & chatter?
I tried to login but had this error message.
Thanks in advance.
[cid:image12170000ld8MXXAI.jpgXSA@test0121DAQ0DB2.A92D0000]
Anne Wong
HR Generalist - International
[cid:image002.jpgXSA@test0121DAQ0DB2.A92D0000]<http://www.Harmicinc.com/>
Harmicinc.com<http://www.Harmicinc.com/>
[cid:image003.pngXSA@test0121DAQ0DB2.A92D0000]<X>
[null]
[null]
[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 26,4 KB, 09/23/2024 1213:42 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKUCDQ
qQ8a3Z3VAnshYUljA&id=121
image002.jpg 2,3 KB, 09/23/2024 1213:42 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKRR2np
PK9K3nVAnshYUljA&id=121
image003.png 55,7 KB, 09/23/2024 1213:42 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJGnBfLd
zc_23VAnshYUljA&id=121

To add a note to this ticket, click here:
mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31214395%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031214395.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Access to Salesforce

keywords: Salesforce, access, Chatter, login error

generalized_request_summary: User reporting login error to Salesforce and requesting access check for Salesforce and Chatter.

- it_ticket_number: IT-541

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX121443121

request_details: |

Meran, thanks for using the help desk. You can check the status of your ticket 3121443121 at X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=3121443121

[09/23/2024 1216:30 - Ran Aba]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/23/2024 1215:0121 - Mern Valenous]

Hello IT team,

I need to change the manager of my account from Miel Pocus to Yuii Tysuku, and I also need permission to create from VOXS cases a JIRA tickets.

Thanks.

To add a note to this ticket, click here:
mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a3121443121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%203121443121.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Change manager in SFDC and permission

keywords: Manager, account, SFDC, VOXS cases, JIRA tickets, permission

generalized_request_summary: Change manager on SFDC account and grant permission to create JIRA tickets from VOXS cases.

- it_ticket_number: IT-543

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Transfer accounts 1- open optties

request_details: |

Hello,

GranBlus has now left Harmic.

Could you please change the Ownership of his Accounts and Open Opportunities to Carlos?

You'll find the details attached.

title: Move Accounts and Open Opps belonging to GranBlus to Carlosie

keywords: Account ownership, Opportunity ownership, transfer, user departure

generalized_request_summary: Transfer ownership of accounts and open opportunities from a departed user to another.

- it_ticket_number: IT-548
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Need to update CS Manager
request_details: |
Hi Alexanus

although Antoius is assigned to projects/task, we are not able to see him in user list of "RND Time Card" -> no way to submit hours

title: [SFDCTimeEntries] Antony Gone
keywords: SFDC Time Entries, R&D Time Card, user list, submit hours, visibility
generalized_request_summary: User not appearing in R&D Time Card user list, preventing hour submission.

- it_ticket_number: IT-549
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX1215406
request_details: |

Thomas, thanks for using the help desk. You can check the status of your ticket 31215406 at [X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31215406](https://x/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31215406)

[09/24/2024 1216:28 - Markuea]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/24/2024 1216:26 - Thomas]

Hi

I get this trying to save the quote and following it does not update the numbers in sf.com

Can you help
Cheers
Thomas
[null]

ATTACHMENTS

Skærbillede 2024-09-24 kl. 1216.24.43.png 33121,3 KB, 09/24/2024 1216:26 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLlrWA7F
t-54XVAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31215406%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031215406.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce and apttus

keywords: Quote, save, update, numbers, Salesforce, Apttus

generalized_request_summary: User unable to save quote in Salesforce/Apttus, numbers not updating.

- it_ticket_number: IT-551
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General support
request_details: |

Can you please change the default assignment of new PPR PreSales Support Requests for North America to me?

Maybe I should schedule a call with someone from the team to walk me through what I need to know?

I have taken over Sid Stays's position and team, so would need the same type of access/dashboards/permissions.

title: PPR For north america
keywords: PPR, PreSales Support Requests, default assignment, North America, access, dashboards, permissions
generalized_request_summary: Change default assignment of new PPR PreSales Support Requests for North America to new user with inherited access.

- it_ticket_number: IT-553
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Merge accounts
request_details: |

KSL-TV Subsidiary and Bonne Internal Parent are the same COMM. Per the customers request, please combine both companies under the Bonne Internal account with Ryan Wuea as the OneCare admin.

title: Merge Duplicated Accounts in SFDC: KSL-TV & Bonne Internal
keywords: Merge accounts, duplicate accounts, OneCare admin
generalized_request_summary: Merge specified duplicate accounts in SFDC and set OneCare admin.

- it_ticket_number: IT-557
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Update contact's account
request_details: |

Please move this contact from NETORIUM AG to QVC STUDIO GMBH

Contact: [X/Contact/0034u00002bddW7AAI/view](#)

QVC STUDIO GMBH account link: [X/ X170000ld8MO67KxAAJ/view](#)

title: Contact update - Account name change

keywords: Contact, account, move, update

generalized_request_summary: Move a contact from one account to another.

- it_ticket_number: IT-558

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Reactivate user to update Dashboard running user.

request_details: |

One member of my team :Alexus Belus left the COMM but I would like to access to this dashboard : X/Dashboard/0121ZVv000000PDJpMAO/view

title: Access to a dashboard

keywords: Dashboard, access, user, reactivate

generalized_request_summary: Reactivate a user's access to a dashboard after their departure.

- it_ticket_number: IT-559

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX121548121

request_details: |

[09/25/2024 1217:32 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[09/25/2024 1217:29 - Samuluea]

Hi

We need both XOES servers Large G121121 from US loan to be returned/cleared from SFDC

CZ2412160D42 XOES-V2-APPLIANCE*3121282121

CZ24220FP5 XOES-V2-APPLIANCE*3121121952

In order to ship them for Q3 Revenue

Can you please check this can be done overnight imperatively

Thank you

Samuel

title: Q3 revenue - need SN to be cleared from inst...

keywords: XOES servers, loan, return, clear from SFDC, serial numbers, Q3 Revenue

generalized_request_summary: Clear specific XOES servers (loan units) from SFDC for Q3 revenue shipment.

- it_ticket_number: IT-562

project_category: Salesforce

record_type: ""

sub_record_type: ""

resolution_or_root_cause: ""

request_details: |

Once a week has been submitted, the display of any next week shows "Day total hours can not be less than 8."

This can be produced clicking on Next/Previous, as well as selecting a new week in scroll list
Week Number

title: [SFDC Time Entry France R&D] Invalid error message after Submit

keywords: SFDC Time Entry, error message, submit, day total hours

generalized_request_summary: Invalid error message "Day total hours cannot be less than 8" displayed in SFDC Time Entry after submission.

- it_ticket_number: IT-566
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Merge account
request_details: |
Hello,

Could you please merge this Account 12170000ld8MX with TA COMM IN 12170000ld8AD and keep TA COMM IN 12170000ld8AD as main account?

TA COMM IN Reseller was created as a duplicate. I attach the email thread about it.

The Account Owner should Eliesi and Secondary Owner Liron Nitus.

Thanks
title: Merge TA COMM IN accounts
keywords: Merge accounts, duplicate account, account ownership, reseller
generalized_request_summary: Merge specified duplicate accounts and set primary/secondary owners.

- it_ticket_number: IT-568
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: User has already access to these apps
request_details: |
Hello,

It seems I only have access to the "Pipe line121 Structure for Shipment" dashboards.
Could you please also give me access and the links to the "Pipe line121 Structure" dashboards?

Thanks
title: I need access to all Pipe line121 Structure Dashboards
keywords: Pipeline Structure, dashboards, access, links
generalized_request_summary: Grant user access to all "Pipeline Structure" dashboards.

- it_ticket_number: IT-572
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Already managed with David
request_details: |
Hi Team,

Can you please help to update installed products as following:

•MXQ121450CFM: The Sales Order is correct. The Reseller is Ma HerXX and the End Customer is WTLJ.

•CZ22330G2B: Neither the Sales Order nor the Installed Product is correct. The Reseller is Ma HerXX and the End Customer is WSPF.

Regards.

title: Update IB

keywords: Installed Products, update, Sales Order, Reseller, End Customer

generalized_request_summary: Update installed products with correct reseller and end customer information.

- it_ticket_number: IT-578
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Transfer open oppties
request_details: |

As i will move to Broadband Team by 121st Oct, we need to transfer all Video Ops from my account to Hoer Schuewa by EoB today . all means: Netorium AG

GEM-NY GHM

VoD Albania SH.A

VoD PROC COMM SARL

title: SFDC Opps transfer to Hoer Schuewa

keywords: Opportunity transfer, Video Ops, Broadband Team, user departure

generalized_request_summary: Transfer all Video Opportunities from one user to another due to team change.

- it_ticket_number: IT-580
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Provide DAME - Broadband EMEA public group for the user
request_details: |
DAME: Authorize Broadband "ReadOnly" User rights for Denis Scouea

BTW there is a typo in SFDC , it is not scobalev , it is scobelev, as there is one scobalev and one scobelev

title: DAME: Authorize Broadband "ReadOnly" User rights for Denis Scouea
keywords: DAME, Broadband, ReadOnly, user rights, public group, typo
generalized_request_summary: Authorize "ReadOnly" user rights for a user in DAME Broadband EMEA public group.

- it_ticket_number: IT-582
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Need to update DSLservices class
request_details: |
DSL-03658 is auto-rejected when submitted.
X/Deal_Support_Request__c/a5sVv0000000NJUIA/related/ProcessSteps/view
title: DSL-03658 is auto rejected when sumbittd
keywords: DSL, auto-rejected, submission, bug, DSLservices class
generalized_request_summary: DSL is being auto-rejected upon submission, requiring a fix in DSLservices class.

- it_ticket_number: IT-588
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Update Owner of campaign Member
request_details: |
Hi,
Please reassign the owners in this campaign with X in their names with Alexanus Pa.
X/Campaign/701214u000121ADAIUI/view
Best regards,
ChemuSALr
title: Please reassign owners for campaign
keywords: Campaign, owner, reassign, campaign member
generalized_request_summary: Reassign owners for a specific campaign.

- it_ticket_number: IT-589
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Update Member Region of Campaign Member
request_details: |
Hi,
I'm reaching out as we need to update the regions within account campaigns. This one in
specific X/Campaign/701214u000121ADAIUI/view
These are the new regions - |CEE
Western EPope instead of France & Southern EPope
MEA-CIS instead of MEA & CIS & SA
South Asia & Oceania instead of SEA & China
North Asia instead of NEA
NAM
Best regards,
ChemuSALr
title: Please change member region
keywords: Campaign member, region update, account campaigns
generalized_request_summary: Update member regions within a specific account campaign.

- it_ticket_number: IT-590
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX121812129
request_details: |
[1210/0121/2024 1217:45 - Dougulus]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[1210/0121/2024 1217:32 - Alexanus Pa]
Hi ITSupport,
Could you please grant the same SFDC access rights to Damien than the ones I currently have?

In addition, we'd both like to be able to modify opportunities especially the fields "Agent Commissions" or "Stage". Example, we can't modify this opty:

X/Opportunity/006Vv000AaAOIUDA/view

Thanks,

Alex

Alexanus Pa | Sr. Director Business Development & Global Strategic Accounts | Harmic Inc.

Mobile: 1- 33 6 33 03 74 22

Alexanus.PuasaXSA@testtestinc.com<mailto:Alexanus.PuasaXSA@testtestinc.com> | Harmicinc.com<https://www.Harmicinc.com/video-streaming/VOXS360-live-streaming-platform/>

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB121427.5BD121FC90]

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 1213,3 KB, 1210/0121/2024 1217:32 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLqz2FETvWXw3VAnshYUljA&id=121

To add a note to this ticket, click here:
mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a3121812129%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%203121812129.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: SFDC rights for Damius Beriu

keywords: SFDC access, permissions, modify opportunities, Agent Commissions, Stage

generalized_request_summary: Grant specific SFDC access rights and permission to modify opportunity fields.

- it_ticket_number: IT-591

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Should be tackled through a JIRA

request_details: |

Followup from IT-8234 in reference to Analytics Studio dashboard "Pipe line121 Structure":

<https://Harmic.my.salesforce.com/analytics/wave/dashboard?assetId=0FK4u000&orgId=00D7000000K8HU&loginHost=S734.sfdc-8tgtt5.salesforce.com&urlType=sharing&pageId=5fdb79cb-c9ba-456c-b936-54121f46dc4067&savedViewId=8wkVv000012170000Id8MXXAIzdFIAU&analyticsContext=analyticsStudio>

We in Sales Operations have noticed an issue in this particular dashboard where the default "PO Expected Close Date filter" is set to "Quarter", rather than "Fiscal Quarter". We would like the default to be set to "Fiscal Quarter".

Also, looking a bit deeper into how the dashboard is structured, it appears that the primary chart that lies on top of the dashboard is locked into presenting data by the field "Quarter". Even if the PO Expected/Close Date filter is set to "Fiscal Quarter".

title: Analytics Studio - Pipe line121 Structure Dashboard Fix

keywords: Analytics Studio, dashboard, Pipeline Structure, filter, PO Expected Close Date, Quarter, Fiscal Quarter

generalized_request_summary: Fix Analytics Studio dashboard where default filter is incorrect and chart is locked to "Quarter" instead of "Fiscal Quarter".

- it_ticket_number: IT-592
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Provide rights on FA
request_details: |
Related to IT -8050.

It appears I have lost access to Field Activity FA. Please add to my profile. Thank you.
title: Need visibility to Field Activity FA
keywords: Field Activity FA, access, lost access, profile
generalized_request_summary: Restore user's access and visibility to Field Activity (FA).

- it_ticket_number: IT-593
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Need to push fix for apex class
request_details: |
DSL process is rejected. Need help on DSL 3660 to 3668 9 DSL in total
title: DSL Rejected - same as previous ticket
keywords: DSL, rejected, apex class, fix
generalized_request_summary: DSL process is being rejected, requiring a fix in the apex class.

- it_ticket_number: IT-608
project_category: Salesforce
record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User doesn't have access to the VOXS Outage Tracking feature

request_details: |

I have grant access to Andrew Hus to location where this report is
X/Report/00OVNKH178977/view?queryScope=userFolders but he's unable to access. Can you
review and let me know why? Thanks!

title: Grant access to report

keywords: Report access, VOXS Outage Tracking, user access, permissions

generalized_request_summary: Investigate why user cannot access a report despite granted
access.

- it_ticket_number: IT-612

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX1218299

request_details: |

Ramon, thanks for using the help desk. You can check the status of your ticket 31218299 at
X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31218299

[1210/04/2024 1219:2121 - Dougus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/04/2024 1219:05 - Ramon Morus]

Hi Team,

Could you please check why accounts involved in below SOs are not automatically
onboarded?

If it is because the orders only have XOES V2, it would be needed to include this use case for
automatic onboarding ASAP.

Regards.

Ramón Morales

Product manager, Back Office and Infrastructure.

From: Wane Dous Wane.DusXSA@testtestinc.com

Sent: Friday, October 4, 2024 7:00 PM

To: Ramon Morus Ramon.MorueaXSA@testtestinc.com; DL Hub Team

DLHubTeamXSA@testtestinc.com

Subject: Re: - Internal - OneCare Portal

Hi Ramon,

Both XOES orders 121029737<tel:121029737> and 121029740 only have XOES V2 Product NO XOES Product, onboarding request was not sent to Hub.

Sales Order

Apttus Order

Included XOES Product

XOES Order Notification to Hub

121029737<tel:121029737>;

O-12120037789

XOES V2<https://Harmic.my.salesforce.com/0121t4u00000fPksp>;

No

121029740

O-12120037789

XOES V2<https://Harmic.my.salesforce.com/0121t4u00000fPksp>;

No

12103065121

O-12120038703

XOES<https://Harmic.my.salesforce.com/0121t4u00000cYsWP>;

Yes ,

2024-1210-02T20:59:36.000Z

Please check with CPM-12122 team to find out why onboarding request / notification was not sent to Hub.

Thanks,

Wayne

From: Ramon Morus

<Ramon.MorueaXSA@testtestinc.com>;mailto:Ramon.MorueaXSA@testtestinc.com>;>

Date: Thursday, October 3, 2024 at 2:50 AM

To: DL Hub Team

<DLHubTeamXSA@testtestinc.com>;mailto:DLHubTeamXSA@testtestinc.com>;>

Subject: FW: - Internal - OneCare Portal

Hi Team,

Could you please help to check why none of the accounts have been onboarded to OneCare Portal automatically ?

Regards.

Ramón Morales

Product manager, Back Office and Infrastructure.

From: Harmic Support

<supportXSA@testtestinc.com>;mailto:supportXSA@testtestinc.com>;>

Sent: Thursday, October 3, 2024 12:11:30 AM

To: Ramon Morus

<Ramon.MorueaXSA@testtestinc.com>;mailto:Ramon.MorueaXSA@testtestinc.com>;>

Cc: Tony Kus

<Tony.KusXSA@testtestinc.com>;mailto:Tony.KusXSA@testtestinc.com>;>; Aruna

<Aruna.JadusXSA@testtestinc.com>;mailto:Aruna.JadusXSA@testtestinc.com>;>

Subject: - Internal - OneCare Portal

** Removed customer **

Hi Ramon,

As discussed can you please check why for new XOES orders

121029737<tel:121029737>; and 121029740 reseller Rch Technous<X/

X12170000ld8MXXAIVv0000086wxalAA/view>; and End customer RAW

TS</12170000ld8MXXAI0g0012170000ld8MXXAIdbwUO>; not onboarded ?

We are holding for you to check with HUB team as you advised. Once done let us know and we can onboard exclusively for customer.

[cid:image12170000ld8MXXAI.pngXSA@test0121DB1215A4.F3CA4121AQ0Z]

Dear Tony,

Thanks for your email.

we have some new XOES , so our access to the portal for XOES firmware will renew for another 121 year.

Also, we have NXM and Pro Stream X and Switch in our new order.

our Sales Order numbers are : 121029737<tel:121029737>; and 121029740

Best Regards

Kathrin Reuesa

Rch Technous

Koenigs Wusterhausener Strasse 1214A

121574121 Bestensee

Phone: 1-49 12170 412177657<tel:1-4912170412177657>;

Email:

infoXSA@testrescX-001technologies.com<mailto:infoXSA@testrescX-001technologies.com>;>

Thank you,

Aruna Sr. Lead Customer Support Advocate

Work Hours : Mon-Fri, 0121:00 - 9:30 GMT

From: Tony Kus

<Tony.KusXSA@testtestinc.com>;mailto:Tony.KusXSA@testtestinc.com>;>

Sent: Thursday, October 3, 2024 12:15:57 PM

To: Rch Technous

<infoXSA@testrescX-001technologies.com>;mailto:infoXSA@testrescX-001technologies.com>;>; Harmic Support

<supportXSA@testtestinc.com>;mailto:supportXSA@testtestinc.com>;>

Cc: Jean-Picus

<Jean-Piecus.MauseXSA@testtestinc.com>;mailto:Jean-Piecus.MauseXSA@testtestinc.com>;>

Subject: RE: [EXTERNAL] OneCare Portal

Hi Kathrin,

Thanks for the SO number.

CSA, please see attached email with the SO number to provide the customer access on the OneCare.

Please get this done asap.

Kr,

Tony Kus

Sr. Manager T121 & T2 Technical Support EMEA

From: Tony Kus

Sent: Friday, September 27, 2024 12:43 PM

To: Rch Technous

<infoXSA@testrescx-001technologies.com<mailto:infoXSA@testrescx-001technologies.com>>; Harmic Support

<supportXSA@testtestinc.com<mailto:supportXSA@testtestinc.com>>

Cc: Jean-Picus

<Jean-Piecus.MauseXSA@testtestinc.com<mailto:Jean-Piecus.MauseXSA@testtestinc.com>>

Subject: RE: [EXTERNAL] OneCare Portal

Hi Kathrin,

If you can share the PO/SO or the Serial numbers for the NXM, PSX and PSW, for someone from our support team to enable the software access on the OneCare for your account.

The enabling of these folders are based on the SAL and is all managed through our Customer Support Advocates. CSA

Also for any new request, you should send an email directly to supportXSA@testtestinc.com<mailto:supportXSA@testtestinc.com>, so a case is opened an either a CSA or Engineer to assist.

Kind regards,

Tony Kus

Sr. Manager T121 & T2 Technical Support EMEA

From: Rch Technous

<infoXSA@testrescx-001technologies.com<mailto:infoXSA@testrescx-001technologies.com>>

Sent: Friday, September 27, 2024 12:12:10 PM

To: Tony Kus

<Tony.KusXSA@testtestinc.com<mailto:Tony.KusXSA@testtestinc.com>>

Cc: Jean-Picus

<Jean-Piecus.MauseXSA@testtestinc.com<mailto:Jean-Piecus.MauseXSA@testtestinc.com>>

Subject: [EXTERNAL] OneCare Portal

Dear Tony,

Hope you are doing well,

We placed an order with Harmic recently and we received NXM and Pro Stream-X and PSW-Lite.

Would you please help me and add below devices to my One Care portal in order to allow us to have the latest update and firmwares ?

Best regards

Kathrin Reuesa

Rch Technous

Koenigs Wusterhausener Strasse 1214A

121574121 Bestensee

Phone: 1-49 12170 412177657<tel:1-4912170412177657>

Email:

infoXSA@testrescX-001technologies.com<mailto:infoXSA@testrescX-001technologies.com>

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 75,3 KB, 1210/04/2024 1219:05 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLmEs_Nhg4f4XVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31218299%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031218299.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: - Internal - OneCare Portal

keywords: OneCare Portal, automatic onboarding, XOES V2, Sales Order, missing

generalized_request_summary: Accounts for XOES V2 orders are not being automatically onboarded to OneCare Portal.

- it_ticket_number: IT-615

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Requestor's email address was not verified in SFDC

request_details: |

Hello,

It seems the notification for the Account Creation Approval didn't work again for this Account.
Could you please look into it?

Thanks

title: Account creation Approval notification did not work
keywords: Account creation, notification, approval, email verification
generalized_request_summary: Account creation approval notification failed due to unverified requestor email.

- it_ticket_number: IT-617
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Merge account, one was mistakenly created in oracle
request_details: |

Hello,

Could you please merge this account with ZIG SERXES B0000ld8MDvuas and keep the latest as main account? 8MXXAIVv000007UUASW was created by mistake further to an Oracle update

title: Merge this Account with ZIG SERXES
keywords: Merge account, duplicate, Oracle update
generalized_request_summary: Merge a duplicate account mistakenly created due to an Oracle update.

- it_ticket_number: IT-627
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |

Hello Alex, would you please update those 3rd party product infoMRA-tion for those serials.
Just fields identified in yellow from column S to AD

Thank you

Marcus

title: HPE 3rd party Product Info tab update
keywords: 3rd party product, update, serials, HPE, Installed Product
generalized_request_summary: Update 3rd party product information for specific serials in
Installed Product records.

- it_ticket_number: IT-629
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX121861219
request_details: |

[1210/09/2024 1215:52 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/09/2024 1215:50 - Vikas]

This Opp has no such parameter to fall under the Deal Desk, pls have a look to correct the same.

[X/Opportunity/0064u00121ADDAEAAAH/view](#)

From: Vikas Vias AnausXSA@testtestinc.com
Date: Wednesday, 9 October 2024 at 7:12:12 PM
To: Vikas Vias AnausXSA@testtestinc.com
Subject: Deal Desk Approval required for PVR8K - VTI

Dear Vikas:

Your opportunity PVR8K - VTI requires Deal Desk approval having triggered one or more of the following Deal Desk criteria below:

- Amount of the Opportunity
- Standard Margin of the Opportunity
- Non Standard terms
- MRR
- ELA Video Appliance

Next Step:

Submit a Deal Desk DSL by going the "Deal Support Requests" section under your opportunity in SFDC and select Deal Desk Review from the pull-down menu. Proceed from there by completing the required fields for your request and after saving, be sure to go back and "Submit for Approval" otherwise your request will remain in Draft status.

You may click on the link below to open your opportunity in Salesforce:

Xv2/r0121/___https://Harmic.my.salesforce.com/0064u00121ADDAEA___YXAzOmhhcm121vbGljY24jOmE6bzoyMmFkYzljYmY0M2I4MzIiYzVjOGFiZDc3ODZmNjI121ND03OmU2YWU6YzE3YzdiNjY2M2ExNDQ2NzIiZGE2NzY3NTI5NDhjYWY5YTE4OWQyMGNIYTM3MzU0ZWl3NDdhYjg4M2U4NTRhNjpwOIQ6Tg<

Xv2/___https://Harmic.my.salesforce.com/0064u00121ADDAEA___YXAzOmhhcm121vbGljY24jOmE6bzoyMmFkYzljYmY0M2I4MzIiYzVjOGFiZDc3ODZmNjI121ND03OmU2YWU6YzE3YzdiNjY2M2ExNDQ2NzIiZGE2NzY3NTI5NDhjYWY5YTE4OWQyMGNIYTM3MzU0ZWl3NDdhYjg4M2U4NTRhNjpwOIQ6Tg>

UPONCS submission, the Deal Desk will review your DSL and reach out to you with any questions. Deal Desk will then confirm if there is a need to hold a foMRA-I Deal Committee call and if so, they will work with you to schedule a call in the necessary timeframe to meet your customer's requirements.

****Important Note****

You will not be permitted to book a Sales Order under this opportunity prior to obtaining Deal Desk approval.

Regards,
Salesforce Team
[null]

ATTACHMENTS

Screenshot 2024-1210-09 at 7.1218.28 PM.png 121,2 MB, 1210/09/2024 1215:50 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLN-U3vp_H121tnVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a3121861219%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%203121861219.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: Deal Desk Approval required for PVR8K - VTI...

keywords: Deal Desk, approval, opportunity, DSL, criteria, PVR8K - VTI

generalized_request_summary: Opportunity incorrectly triggering Deal Desk approval.

- it_ticket_number: IT-631

project_category: Salesforce

record_type: ""

sub_record_type: ""

resolution_or_root_cause: ""

request_details: |

Please create and approve a new account. I have already created the account, it just needs approval in Oracle so I can create their proposal. Account name is "VI - AT"

title: New account creation - VI - AT

keywords: New account, creation, approval, Oracle, proposal

generalized_request_summary: Create and approve a new account in Oracle for proposal creation.

- it_ticket_number: IT-632
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX1218674
request_details: |

Sivakumar, thanks for using the help desk. You can check the status of your ticket 31218674 at

<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31218674>

[1210/09/2024 2121:2121 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/09/2024 2121:1212 - Siva Patcha]

Hi ,

The views on Apptus salesforce does not show me SO and options to export to excel.

<X/Opportunity/0064u0012170000ld8MXXAIGulFcAAJ/view>

Can you please enable it?

Thanks,

Siva

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31218674%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031218674.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce Apptus

keywords: Apptus, Salesforce, views, SO, export to excel, missing options

generalized_request_summary: Apptus Salesforce views are missing Sales Order (SO) and export to Excel options.

- it_ticket_number: IT-634

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Report creation

request_details: |

Please create and provide the Consolidated Download File report for NXM 9.1210.121 GA in SFDC as soon as possible

NXM: NXM 9.1210.121.0.12102 <http://hivy/artifactory/ivy-repos/Harmic/NXM/9.1210.x.0/>

PSX/Docker: 4.3.121.0.26

<http://hil-ivy.Harmicinc.com/artifactory/ivy-repos/Harmic/UMSImage/4.3.x.0/>

Proview 7K: 4.4.0.0.5 \globemaster\R&D_releases\Release_GA_LA\PVR 7000\Release 4.4.0 GA

Proview 8K: 121.6.6.0.1218121 \globemaster\R&D_releases\Release_GA_LA\PVR 8000\Release 121.6.6.0.1218121 GA

Proview 8121051-: 121.7.2.0.12168 \globemaster\R&D_releases\Release_GA_LA\PVR 8000\Release 121.7.2 LA for 8121051-

ElectraX/XVM: 121.23.121.0.92 <http://hivy/artifactory/ivy-repos/Harmic/ACPIImage/>

XOES Electra & Packager: 121.25.121.0.12137

http://hivy/artifactory/ivy-repos/Harmic/VOXS_flex_image/

VOXS_bundle: 121.25.121.0.276

XOES RPM: VOXS_flex_rpm: 121.25.121.0.12137

http://hivy/artifactory/ivy-repos/Harmic/VOXS_flex_rpm/121.25.x.0/121.25.121.0.28

HIM for XOES RPM: him_deploy-121.20.0.121.58

https://hcde360.Harmicinc.com/view/NGDE/job/him_deploy-121.20.x.0/26/

title: Consolidated Download File report for NXM 9.1210.121 GA in SFDC

keywords: Report creation, Consolidated Download File, NXM, GA

generalized_request_summary: Create a Consolidated Download File report for NXM 9.10.10 GA in SFDC.

- it_ticket_number: IT-636

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: Box Folder Id was not the right one in Box Collab
request_details: |

Need to add missing Prostream X sw folder in DIJI LIMCI Onecare portal

Used SGH202VJ0H under SAL . Tried Fix onecare folder did not fix

Thanks,
Aruna

title: Need to add missing Prostream X sw folder in DIJI LIMCI Onecare portal

keywords: Prostream X sw, folder, Onecare portal, missing, Box Collab

generalized_request_summary: Missing Prostream X software folder in OneCare portal needs to be added, related to incorrect Box Folder ID.

- it_ticket_number: IT-637

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: Need to push fix on apex class

request_details: |

Hello, cannot create a DSL for this opportunity. DSL-0368121 and others. All of them were rejected without any comments. Please advise.

title: DSL is rejected

keywords: DSL, rejected, opportunity, creation, Apex class, fix

generalized_request_summary: Unable to create DSL for opportunities as they are rejected without comments, requiring an Apex class fix.

- it_ticket_number: IT-639

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Not a bug, clarification provided to the user.

request_details: |

This is a question regarding the SAL Renewal opportunities created for SO 1213800.

There were 3 SAL line121s on 1213800 which activated with a term of 121/121/22 - 1212/3121/22, so the agreement was immediately expired. This was all correct. The issue is:

There were 2 separate renewal opportunities created - why didn't the system roll these SALs up to 121 renewal opportunity only? That is our standard programming.

I have already closed out as LOST the 2 renewal opportunities because we do not need them, but I'm wondering why 2 separate ones were created. I want to make sure we won't have issues going forward with multiple renewal opps being created.

title: Renewal opps created SO 1213800

keywords: SAL Renewal, renewal opportunities, multiple creation, SO

generalized_request_summary: Clarify why multiple renewal opportunities were created for a single SAL, instead of rolling up to one.

- it_ticket_number: IT-640

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Not a bug, clarification provided.

request_details: |

On Contracts created with SAL Coverage Transaction = R
for RENEWAL

and using the new POS plans, the Agreement type in SFDC is defaulting for Premium ELA for SW for all of them. This is wrong.

What happened to the programming?

Attached is a list of the contracts affected.

I will be updating these manually because we can't have these in the system incorrectly.

Please review and advise what happened to the programming, and update the programming.

When SAL Coverage Transaction is A, B, or C, the default agreement type is correct. Please see how these are programmed.

These are only the POS New Plan part numbers currently affected, we need to update ALL the P/Ns for the POS new plans

We also need to review ALL agreements activated with support transact = R, for potential update of the Agreement Type

1219/1219/24 - updated agreement type for Renewal agreement for Demopolis, booked on SO 12103087121. 3 agreements had to be updated. All showed Premium ELA for SW.

Update Oct. 25, 2024, now there are agreements with Support Transact = B also processing with the wrong agreement type.

SOs: 12103071214

12103071215

Support Transact = B

Agreement Types: Premium ELA for SW

I will be updating these manually in SFDC.

Example of an Agreement Type which was assigned correctly when the agreement was activated: Inter Mountain, SAL SO 12103012146, agreements activated Sep. 2, 2024, 3 agreements, agreement types were all correct. Support Transact = R.

So, in early September, it was working correctly. Something happened after that.

title: Agreement Type is wrong

keywords: Contracts, SAL Coverage Transaction, Agreement type, SFDC, POS plans, programming error

generalized_request_summary: Investigate and correct incorrect default agreement type for SAL contracts with specific coverage transactions.

- it_ticket_number: IT-648

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: Assign dedicated permission set, all the provided accounts have been set to key accounts. "Key account" have been removed from all other accounts.

request_details: |

I am not able to update parent account field "Key Account" check box. Please provide me access.

Thank you,
Aruna

title: Need access to update 'Key account' status on parent accounts
keywords: Parent account, Key Account, checkbox, access, permissions
generalized_request_summary: Grant user access to update "Key Account" status on parent accounts.

- it_ticket_number: IT-656
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The DMS account has been set to UNIVISION MANAGEMENT CO for the two provided IP.
request_details: |
 These two XOD IRDs has LIC-XOES-EDSA-CL

 This license presence will force to set the DMS account field for Parent Installed Product.

 SN: A5009670 and A500963X270
title: DMS Account is not set for XOES IRDs with LIC-XOES-EDSA-CL
keywords: DMS account, XOES IRDs, LIC-XOES-EDSA-CL, Parent Installed Product, license
generalized_request_summary: DMS account field not populating for XOES IRDs with specific license.

- it_ticket_number: IT-657
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Data Update
request_details: |
Hi Archana

Could you please change the Part Number Asset Name from
LC-XOES-EC-HD to LC-XOES-VM-HD
LC-XOES-EN-HD to LC-XOES-EN-HD

For the list attached. SFDC ID is in column B

Thank you

Christ

title: Update product name for AT&T IRD
keywords: Product name, Asset Name, update, Part Number
generalized_request_summary: Update Part Number Asset Name for specific products.

- it_ticket_number: IT-666
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: null value in template reference RD_Rexxes_c. Needed to update the records manually. Don't know the root cause issue.
request_details: |
As Thiois goes to R&D Time Card tab in SFDC application, he gets the following displayed:

Invalid id: null

An unexpected error has occurred. Your development organization has been notified.
title: [SFDC Time Entries] R&D Time Card is broken for Thei Leroy - October 2024
keywords: SFDC Time Entries, R&D Time Card, Invalid id, null, error

generalized_request_summary: R&D Time Card in SFDC is broken for user, displaying "Invalid id: null" error.

- it_ticket_number: IT-668
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Temporarily reactivate user to allow R&D Time Cards creation for them by their manager
request_details: |
Need to reactivate the following users so that we could properly complete their Timesheet for October closing.

These users have left on September 30th.

User list:

Benous Guesu

- Patreek Dumus

- Patreek Marcus

- Piere Maucus

title: [SFDC Time Entries] temporary reactivate users

keywords: SFDC Time Entries, reactivate users, Timesheet, October closing

generalized_request_summary: Temporarily reactivate users to complete their timesheets for October closing.

- it_ticket_number: IT-669

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Never got any answer from the requestor

request_details: |

Team, i need for internal calculation possibility to extract quote from Apttus in Excel.

as of now I'm getting this foMRA-t out from Apttus 43,32121.74 - but this works not for Mac axcel if i want to do some math calculations or tab summaries. Would need help how that can be solved. Avialable today for a short call if needed

121121/2121/24: Team, the problem is still there - can you please provide me with a fix..

title: Formular issues in excel when extract from Apttus in MC Excel version

keywords: Apttus, Excel export, formulas, calculations, Mac Excel

generalized_request_summary: Resolve Excel formula issues when extracting quotes from Apttus in Mac Excel.

- it_ticket_number: IT-671

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: null value in template reference RD_Rexxes_c. Needed to update the records manually. Don't know the root cause issue.

request_details: |

As Sabine goes to R&D Time Card tab in SFDC application,

after she first saved a Template, then selecting the template she gets the following displayed:

Invalid id: null

An unexpected error has occurred. Your development organization has been notified.

title: [SFDC Time Entries] R&D Time Card is broken for Sabine Genand - October 2024

keywords: SFDC Time Entries, R&D Time Card, Invalid id, null, template

generalized_request_summary: R&D Time Card in SFDC is broken for user, displaying "Invalid id: null" error after selecting a template.

- it_ticket_number: IT-672

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: delivery address on the PPR too long >255 characters

request_details: |

PPR-3269121 : PSDN issue ? An unhandled fault has occurred in this flow An unhandled fault has occurred while processing the flow. Please contact your system administrator for more infoMRA-tion.

title: PPR-3269121 : PSDN issue ? An unhandled fault has occurred in this flow An unhandled fault has occurred while processing the flow. Please contact your system administrator for more infoMRA-tion.

keywords: PPR, PSDN, flow error, delivery address, character limit

generalized_request_summary: PPR flow failing due to unhandled fault, possibly related to delivery address exceeding character limit.

- it_ticket_number: IT-673

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Manager was inactive 1- additional flow error when trying to change RD Project owner flow had to be deactivated the time to update the owner

request_details: |

Bihong can't submit her Timesheet due to the following errors:

- We can't save this record because the "FLOW_RD_Share_TE_w_ProjectManager" process failed. Give your Salesforce admin these details. This error occurred when the flow tried to create records: INACTIVE_OWNER_OR_USER: operation performed with inactive user [00570000004oml5]. You can look up ExceptionCode values in the SOAP API Developer Guide. Error ID: 121202027646-374640 121073392465k up ExceptionCode values in the SOAP API Developer Guide. Error ID: 121202027646-374640 121073392465

- Day total hours can not be less than 8.
title: [SFDC Time Entries] Cannot submit timesheet due to
FLOW_RD_Share_TE_w_ProjectManager process failure
keywords: SFDC Time Entries, Timesheet, submit, flow error, INACTIVE_OWNER_OR_USER, inactive user, Day total hours
generalized_request_summary: User unable to submit timesheet due to flow failure related to inactive manager and minimum hour requirement.

- it_ticket_number: IT-674
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General support
request_details: |

Hi, I receive a weekly email over the weekend for this following dashboard. Can you please update the list of people who receive this email? Here are the people who should now receive this email: alx.wonXSA@testtestinc.com already on email DL

Nike.wearusXSA@testtestinc.com already on email DL

karl.barisXSA@testtestinc.com already on email DL

luis.sancusXSA@testtestinc.com to be added

jim.tsaiXSA@testtestinc.com to be added

The following people should be removed: Hane Bakus, Ala Berius, Matuew Uus

X/Dashboard/0121Z0g00012170000ld8MXXAI3kFiEAI/view?queryScope=userFolders

Thank you,

Alexine

title: Changing distribution list for "NAC team Dashboard" email

keywords: Dashboard, email distribution list, update, add, remove

generalized_request_summary: Update email distribution list for a specific dashboard.

- it_ticket_number: IT-678
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Data Update
request_details: |
Archana

Could you change the qty from 8 to 7 for the records below
AQ0ZQVv00000A33oPMAR
AQ0ZQVv00000A2tYwMAJ

And change the quantity from 121 to 2 for the records below
AQ0ZQ4u00000ROq0eEAD
AQ0ZQ4u00000ROosFEAT

Thank you

Christ
title: Update IB
keywords: Data update, quantity, records
generalized_request_summary: Update quantity for specified records in Salesforce.

- it_ticket_number: IT-679
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Default in Time entry template
request_details: |

As Rabab goes to R&D Time Card tab in SFDC application, she gets the following displayed:

Invalid id: null

An unexpected error has occurred. Your development organization has been notified.
title: [SFDC Time Entries] R&D Time Card is broken for Rababiea - October 2024
keywords: SFDC Time Entries, R&D Time Card, Invalid id, null, error, template
generalized_request_summary: R&D Time Card in SFDC is broken for user, displaying "Invalid id: null" error due to template issue.

- it_ticket_number: IT-680
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Rights updated
request_details: |

Contributors : some advanced PreSales, helping the Administrators to "SanityCheck" some devices, and ship when necessary.

<https://confluence360.Harmicinc.com/pages/viewpageDAME>: Give "Contributors" rights to Denis Scouea 1- Joe Cha so that they can ship demo equipment

title: DAME: Give "Contributors" rights to Denis Scouea 1- Joe Cha so that they can ship demo equipment

keywords: DAME, Contributors, rights, access, demo equipment, ship

generalized_request_summary: Grant "Contributors" rights in DAME for shipping demo equipment.

- it_ticket_number: IT-683
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX121927121
request_details: |

[1210/23/2024 07:59 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact DIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/23/2024 07:30 - Vikas]

Hi helen

We have created this account long back and some quotes were also generated it seems due to no business account has been de activated.

Pls advice how we can activate this again , as pre sales is unable to create a quote for the same as per below.

Regds

From: Chit Yon ChunFatt.YonXSA@testtestinc.com

Date: Wednesday, 23 October 2024 at 1210:52 AM

To: Vikas Vias AnausXSA@testtestinc.com

Subject: Re: [EXTERNAL] Fwd: Requirement of HD License for HD Encoder of Harmic Make, DDK Mumbus-Reg

Hi Vikas,

I am not able to create the quote yet as the account is still pending validation.

Best Regards,

Yong

From: Vikas Vias AnausXSA@testtestinc.com

Date: Wednesday, 23 October 2024 at 121:1217 PM

To: Chit Yon ChunFatt.YonXSA@testtestinc.com

Subject: FW: [EXTERNAL] Fwd: Requirement of HD License for HD Encoder of Harmic Make, DDK Mumbus-Reg

PreSales Support Request : PPR-341212121

From: Vikas Vias AnausXSA@testtestinc.com

Date: Wednesday, 23 October 2024 at 1210:43 AM

To: Rohit Prausi supportXSA@testpraniskom.com, Stepe Bard

Stephe.BarusXSA@testtestinc.com, Chit Yon ChunFatt.YonXSA@testtestinc.com

Cc: Devng Tanna devag.tanusXSA@testpraniskom.com, Nirav Desus Nirav

DesusXSA@testtestinc.com

Subject: Re: [EXTERNAL] Fwd: Requirement of HD License for HD Encoder of Harmic Make, DDK Mumbus-Reg

Hi Rohit,

Seems are Pre sales is a bit busy with some projects.

Pls share the Qty of HD licence per X2 encoder needed and serial no. As of now X2 licence are not freely available but we are trying for an internal approval for the same.

In case we could share the quote, we need to book/bill the licence immediately within 1215 days. JFYI

Regds

From: Rohit Prausi supportXSA@testpraniskom.com

Date: Tuesday, 1215 October 2024 at 1210:23 AM

To: Vikas Vias AnausXSA@testtestinc.com

Cc: Stepe Bard Stephe.BarusXSA@testtestinc.com, Devng Tanna

devag.tanusXSA@testpraniskom.com, Nirav Desus Nirav DesusXSA@testtestinc.com

Subject: Re: [EXTERNAL] Fwd: Requirement of HD License for HD Encoder of Harmic Make, DDK Mumbus-Reg

Dear Vikas ji,

Thank you for the update. However, the customer is insisting on receiving a commercial offer as both of their Electra X2 encoders are working fine and to their satisfaction.

So, please arrange the same.

Thanks & Regards,

Rohit Prausi

General Manager

Praniskom Solutions Private Limited,

Cell# 1-9121-999825091210

Email: supportXSA@testpraniskom.com<mailto:supportXSA@testpraniskom.com>;

Address: B-31215, Monalisa Business CEN, Near More Mega Store, Manjalpur, Vadodara - 3912170000Id8MXXAI121 Gujarat, India

[Image removed by sender.]

On Wed, Oct 9, 2024 at 8:49 PM Vikas <Vias AnausXSA@testtestinc.com<mailto:Vias AnausXSA@testtestinc.com>> wrote:

Hi Rohit

Thanks for your mail, I copy Stephane from our pre sales team to advise us on the below:

Basically X2 is getting end of support, even if quote for licence we cannot extend any SAL support to customer.

To provide a brief to Stephane : We sold X2 set up for a DVB -T project. More details on project Opportunity No.X-0011210591217

Feel free to ask query questions

Regds

From: Rohit Prausi supportXSA@testpraniskom.com

Date: Tuesday, 8 October 2024 at 4:26 PM

To: Vikas <Vias AnausXSA@testtestinc.com<mailto:Vias AnausXSA@testtestinc.com>>

Cc: Devng Tanna

<devag.tanusXSA@testpraniskom.com<mailto:devag.tanusXSA@testpraniskom.com>>,>

Nirav Desus <Nirav DesusXSA@testtestinc.com<mailto:Nirav

DesusXSA@testtestinc.com>>

Subject: [EXTERNAL] Fwd: Requirement of HD License for HD Encoder of Harmic Make, DDK Mumbus-Reg

Dear Vikash ji,

As we discussed over the phone, please find the below details of Encoder and customer HD Service Licence requirement. Please arrange the offer and solutions for the same. Customer : DDK Mumbus

Thanks & Regards,

Rohit Prausi

General Manager

Praniskom Solutions Private Limited,

Cell# 1-9121-999825091210

Email: supportXSA@testpraniskom.com<mailto:supportXSA@testpraniskom.com>;

Address: B-31215, Monalisa Business CEN, Near More Mega Store, Manjalpur, Vadodara - 3912170000Id8MXXAI121 Gujarat, India

Error! Filename not specified.

Sir,

DDK Mumbus is having Two Encoders for which, the office intends to purchase a license for HD service. Kindly arrange the offer and share the procedure for upgrading.

Below are the Details of the Encoders:

Make : Harmic

Model: Electra X2

SN: BQWS63490242

SN: BQWS63590226

Software Version:121.3.3.0.338

Required HD License: 3 services per Encoder

सादर/REGARDS

H K Desai

DDE

For DDGE

दूरदर्शन केंद्र / DOORDARSHAN KENDRA

मुंबई/MUMBAI

[null]

ATTACHMENTS

Screenshot 2024-1210-23 at 1210.58.24 AM.png 121,121 MB, 1210/23/2024 07:30

Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLo37897ASWDA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a3121927121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%203121927121.%20Do%20not%20include%20your%20signature>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Re: [EXTERNAL] Fwd: Requirement of HD License f...

keywords: HD License, Encoder, upgrade, commercial offer, Electra X2

generalized_request_summary: Customer requires commercial offer and procedure for upgrading HD license for encoders.

- it_ticket_number: IT-684
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Part numbers and Products have been updated.
request_details: |
Archana
Could you please change the Part Number Asset Name from
LC-XOES-EC-HD to LC-XOES-VM-HD
AQ0ZQVv00000AC2RjMAL
AQ0ZQVv00000AC74pMAD
AQ0ZQVv00000AC7ZaMAL
AQ0ZQVv00000AC87OMAT
AQ0ZQVv00000AC8yaMAD
AQ0ZQVv00000ACANeMAP
AQ0ZQVv00000ACAsHMAX
AQ0ZQVv00000ACAx7MAH

LC-XOES-EN-HD to LC-XOES-EN-HD
AQ0ZQVv00000AC2GSMA121
AQ0ZQVv00000AC3dwMAD
AQ0ZQVv00000ACAvVMAX
title: Update IB
keywords: Part Number, Asset Name, update, LC-XOES-EC-HD, LC-XOES-VM-HD,
LC-XOES-EN-HD
generalized_request_summary: Update Part Number Asset Name for specified products.

- it_ticket_number: IT-685
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Accounts updated
request_details: |
Hello,

Rami Tercatin recently left the COMM.

All Accounts belonging to him need to have their Account Owner updated.

You will find attached the list of Accounts and the new Owners.

Thanks

Emilus

title: Update Account ownership for Accounts belonging to Rami Tercatin

keywords: Account ownership, update, user departure

generalized_request_summary: Update account ownership for accounts previously owned by a departed user.

- it_ticket_number: IT-689

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: Notifications was not sent because Herpreak, an inactive user, was in the approvers.

request_details: |

We currently have JIRA CPM-12122-8056 in progress for the notifications sent when a RPO is edited.

However, this should not affect the notification that is supposed to be sent to the Sales Ops Manager team when a RPO is created.

the team does not receive those anymore.

Could you please have a look into it and correct this asap?

title: RPO creation notification are not being received by Sales Ops team

keywords: RPO, creation notification, Sales Ops Manager, inactive user, approver, Jira

generalized_request_summary: RPO creation notifications are not being received by Sales Ops team due to an inactive user in approvers.

- it_ticket_number: IT-690
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX1219363
request_details: |

Chad, thanks for using the help desk. You can check the status of your ticket 31219363 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31219363>

[1210/23/2024 22:22 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/23/2024 22:2121 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/23/2024 22:06 - Chad Clujas]

Please update the following accounts with new CSM assignments

Robert Robert.BsuasXSA@testtestinc.com<mailto:Robert.BsuasXSA@testtestinc.com>

* Stata Netous

* Hlan comm telen iIN

* MAHIM COMPUS

Nail Trise Nabil.TrausXSA@testtestinc.com<mailto:Nabil.TrausXSA@testtestinc.com>

* Swift Netus

* PVT NETUS, IN

Thank You,

Chad Clujas

Lead Customer Success Manager - North America

* M 1-121 425 31214 7780

Technical Support

supportXSA@testtestinc.com<mailto:Omneon.SupportXSA@testtestinc.com>

For Cab OS support: 1-121 833 81217-7030

For NSG support: S: 1-121 408 490, 1-121 888 MPEG TWO 1-121 888 673 | S: 1-44 121252 555 450 | I: 1-65 6542 0050

THIS MESSAGE MAY CONTAIN CONFIDENTIAL INFORMATION. UNLESS YOU ARE THE INTENDED RECIPIENT OF THIS MESSAGE, ANY USE OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS MESSAGE IN ERROR, PLEASE IMMEDIATELY NOTIFY THE SENDER BY TELEPHONE OR REPLY EMAIL, AND IMMEDIATELY DELETE THIS MESSAGE AND ALL COPIES.

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31219363%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031219363.%20Do%20not%20include%20your%20signature>.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: Need to update CSM assignments in Salesforce

keywords: CSM assignments, accounts, update, Salesforce

generalized_request_summary: Update CSM assignments for specific accounts in Salesforce.

- it_ticket_number: IT-691

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX1219364

request_details: |

Robert, thanks for using the help desk. You can check the status of your ticket 31219364 at <X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31219364>

[12/10/23/2024 22:23 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more information.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.

Regards,

IT Support team

[1210/23/2024 22:1215 - Robert]

Hi Support,

Can you please provide me the same access permissions to Salesforce that all other CSMs have.

I can access Salesforce, but don't have many permissions.

Thanks,

Robert

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31219364%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031219364.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Request Salesforce Permissions For CSM

keywords: Salesforce, permissions, CSM, access

generalized_request_summary: User requesting full Salesforce access permissions for CSM role.

- it_ticket_number: IT-693

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX1219375

request_details: |

[1210/24/2024 05:3121 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[12/10/24/2024 05:27 - Juliie]

Hi Enrico,

Could you please grant me the Salesforce access?

Best Regards

Juliie

From: Emilus Livero Emilus.LiveroXSA@testtestinc.com

Date: Wednesday, October 23, 2024 at 9:06 AM

To: Juliie Julia.YangXSA@testtestinc.com

Cc: Walte Walter.JankousXSA@testtestinc.com

Subject: Approvals in SFDC

Hi Julia,

I have been asked to add you as an Approver in our Quote Approval process in Salesforce in case of Broadband quotes.

However, you currently do not have a user access to Salesforce. It seems to have been missed during your on-boarding.

Could you please contact IT Support to request it?

I believe this can only be requested by the user or their manager.

Thanks

Emilus Livero

Sales Enablement Analyst

O 1- 33 2 99 28 53 1218

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB2576.4CB7E390]<http://www.Harmicinc.com/>

Harmicinc.com<http://www.Harmicinc.com/>

57 rue Clément Ader

3551210 Cesson-Sévigné, France

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 3,5 KB, 12/10/24/2024 05:27 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJenzgVu
tDKVnVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31219375%20Action%3aUpdate&bod
y=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20312
19375.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic information that may help in a complete understanding of the issue
title: FW: Approvals in SFDC
keywords: Salesforce access, approval process, Quote Approval, Broadband quotes, onboarding
generalized_request_summary: Grant Salesforce access to a user to enable them as an approver in the Quote Approval process.

- it_ticket_number: IT-696
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX12194121121
request_details: |
[12/10/2024 12:18:20 - Douglas]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more information.
If you need assistance during creation, please contact dim-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[12/10/2024 12:18:02 - Guy Shpius]
XSA@testVickie<mailto:Vickie.BenuasXSA@testtestinc.com> thanks !
Hi IT & XSA@testDL CPM-12122Team<mailto:dim-12122teamXSA@testtestinc.com>
Pls open a case to assign Nail Trise and Robert SFDC licenses / access via OKTA
Thanks
Guy Shpius
Director of Customer Success
[signature_8941211219307]<http://www.Harmicinc.com/>
Harmicinc.com<http://www.Harmicinc.com/>
2590 Orchard Pkwy - San Jose, CA 951213121
From: Vickas Ben Vickie.BenuasXSA@testtestinc.com
Sent: Thursday, October 24, 2024 8:49 AM
To: Guy Shpius Gisy.ShpiusXSA@testtestinc.com
Subject: Nail Trise and Robert do not have SFDC licenses

Hi Guy - Nabil and Robert do not have SFDC licenses, so cannot access/update SFDC opportunities.

The IT dept. needs a JIRA ticket created by you to request they get the SFDC license.

Thank you,

Vickie

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 2,3 KB, 1210/24/2024 1218:02 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKl6gHh
MKo4pHVAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a312194121121%20Action%3aUpdate%20&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20312194121121.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: RE: Nail Trise and Robert do not have S...

keywords: SFDC licenses, access, update opportunities, OKTA

generalized_request_summary: Request to assign Salesforce licenses and access via OKTA for specific users.

- it_ticket_number: IT-698

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

There are a few devices in the Turner Boading DMS sysus that need to be corrected on the hub side. There have been some swaps, but the swaps have not been able to complete successfully because the IRD was removed from the HUB because it is "In Repair".

MXQ12150r421412 was swapped with XQ12124 on 9/1213/2023, Then XQ12124 was swapped with XQ1214012SW5 on 1212/8/2023. We need to rectify the licenses between the 3 units.

Changes to MXQ12150r421412

1-121 HD TX From XQ12124

1-121 SD TX From XQ12124

1-121 HD TX New Order 121030650

1-121 SD TX New Order 121030650

Changes to XQ12124

-121 HD TX To MXQ12150r421412

-121 SD TX To MXQ12150r421412

1-1212 HD TX From XQ1214012SW5

-121 Spare To XQ1214012SW5

Changes to XQ1214012SW5

-1212 HD TX To XQ12124

1-121 Spare From XQ1214012SW5

title: [WBD] DMS Licensing Updates

keywords: DMS, licensing, devices, swaps, rectify, HUB, In Repair

generalized_request_summary: Rectify DMS licenses between swapped units where swaps were incomplete due to device being "In Repair" in HUB.

- it_ticket_number: IT-704

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX121951216

request_details: |

Jas Jamius, thanks for using the help desk. You can check the status of your ticket 3121951216 at

<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=3121951216>

[1210/28/2024 1210:45 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/28/2024 1210:42 - Jas Jamius White]

Hi

I would like to have the permissions to print/preview quotes in SFDC. Currently if I am in a proposal in Apttus and I select "preview doc" I get insufficient privileges. If I am in SFDC and viewing a proposal and try to export a quote as excel, the excel is empty.

Thanks

Jamie

Jamie White

Product Manager, Production, Playout & Storage

M 1- 44 7976 023738

[signature_12112199248374]

Harmicinc.com<http://www.Harmicinc.com/>

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 27,2 KB, 1210/28/2024 1210:42 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKxcqmFIbjlnXVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a3121951216%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%203121951216.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Unable to print/preview in SFDC

keywords: Print, preview, quotes, SFDC, Apttus, export to excel, privileges

generalized_request_summary: User unable to print/preview quotes in SFDC/Apttus or export to Excel due to insufficient privileges.

- it_ticket_number: IT-705
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Static link updated
request_details: |
Hello,

The Gridbuxxy link on the Sales Team App homepage in the Sales Useful Links section doesn't work anymore.

Could you please repair it asap?

title: Gridbuxxy link in Sales Useful Links doesn't work anymore

keywords: Gridbuxxy, link, Sales Team App, homepage, Sales Useful Links, broken link

generalized_request_summary: Gridbuxxy link on Sales Team App homepage is broken and needs repair.

- it_ticket_number: IT-706
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Accounts have been merged.
request_details: |
Hello,

Could you please merge this account ELATE Boad INX with EATE Boad PTE IC 170000ld8MMeyLcAAJ and keep 170000ld8MMeyLcAAJ as main account?

The Account owner should be Denis Won for the Parent and all Child Accounts.

Please make sure to check with HUB team it is ok to proceed first.

title: Merge ELATE Boad INX Account with EATE Boad PTE IC

keywords: Merge accounts, duplicate accounts, account ownership, parent account, child account

generalized_request_summary: Merge specified duplicate accounts and ensure correct ownership.

- it_ticket_number: IT-708
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX121955121
request_details: |
[1210/28/2024 20:48 - Douglas]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[1210/28/2024 20:36 - Guy Shpius]
Hi XSA@testPraveen<mailto:Praveen.MunSuruXSA@testtestinc.com> & XSA@testDL
CPM-12122Team<mailto:d1M-12122teamXSA@testtestinc.com>
Will appreciate your help enabling DL Cab CSM
DLCabCSMXSA@testtestinc.com<mailto:DLCabCSMXSA@testtestinc.com> edit rights to
"SAL Quote generated by: Full Name" for POS SFDC Opportunities SAL 1- Central
[cid:image002.pngXSA@test0121DB2967.8F782E70]
Thanks
Guy Shpius
Director of Customer Success
[signature_8941211219307]<http://www.Harmicinc.com/>
Harmicinc.com<http://www.Harmicinc.com/>
2590 Orchard Pkwy - San Jose, CA 951213121
From: Ola BuMus Oha.BuMasa@testtestinc.com
Sent: Monday, October 28, 2024 1210:33 AM
To: Guy Shpius Gisy.ShpiusXSA@testtestinc.com
Subject: RE: 2024 - SAL 1- Central - Renewal - Daily Call - follow up - Urgent
Hi Guy,
I think line121 "SAL Quote generated by: Full Name" is not editable.
[cid:image002.pngXSA@test0121DB2967.8F782E70]
BR,
Olha
From: Guy Shpius
<Gisy.ShpiusXSA@testtestinc.com<mailto:Gisy.ShpiusXSA@testtestinc.com>>
Sent: Monday, October 28, 2024 4:38 PM
To: Chad Clujas
<ChadveuesXSA@testtestinc.com<mailto:ChadveuesXSA@testtestinc.com>>; Cara

Igus

<Carla.IgleuasfsXSA@testtestinc.com>;mailto:Carla.IgleuasfsXSA@testtestinc.com>;>

Kaen Jocus

<Karen.JohnunisXSA@testtestinc.com>;mailto:Karen.JohnunisXSA@testtestinc.com>;>

Ena

<Ema.ParusXSA@testtestinc.com>;mailto:Ema.ParusXSA@testtestinc.com>;>

Ola BuMus <Oha.BuMasa@testtestinc.com>;mailto:Oha.BuMasa@testtestinc.com>;>

Gaon Maxim Rus <gastoXSA@testtestinc.com>;mailto:gastoXSA@testtestinc.com>;>

Hana Obious

<Hana.OberusfkXSA@testtestinc.com>;mailto:Hana.OberusfkXSA@testtestinc.com>;>

YaroSALv Kalitin

<YaroSALv.KalitinXSA@testtestinc.com>;mailto:YaroSALv.KalitinXSA@testtestinc.com>;>

Han Iskeuys

<Han.IskesdiosXSA@testtestinc.com>;mailto:Han.IskesdiosXSA@testtestinc.com>;>

Veronicus

<Veronica.HawousXSA@testtestinc.com>;mailto:Veronica.HawousXSA@testtestinc.com>;>

>; Vickas Ben

<Vickie.BenuasXSA@testtestinc.com>;mailto:Vickie.BenuasXSA@testtestinc.com>;>

Paulie <Paul.WestXSA@testtestinc.com>;mailto:Paul.WestXSA@testtestinc.com>;>

Robby <Roe.RobiXSA@testtestinc.com>;mailto:Roe.RobiXSA@testtestinc.com>;>

Subject: RE: 2024 - SAL 1- Central - Renewal - Daily Call - follow up - Urgent

Importance: High

HI All

Following our conversation pls update your central opportunities infoMRA-tion for tomorrow's meeting

* SAL Quote generated by: Full Name

* PO Expected/Close Date

* Steps to Close

X/Report/00OVv000000HYuvMAG/view?queryScope=userFolders

thanks !

Guy Shpius

Director of Customer Success

[signature_8941211219307]<http://www.Harmicinc.com/>

Harmicinc.com<http://www.Harmicinc.com/>

2590 Orchard Pkwy - San Jose, CA 951213121

-----Original Appointment-----

From: Guy Shpius

Sent: Friday, October 4, 2024 12:12:12 PM

To: Guy Shpius; Chad Clujas; Cara Igus; Kaen Jocus; Ena Parus; Ola BuMus; Gaon Maxim Rus; Hana Obious; YaroSALv Kalitin; Han Iskeuys; Veronicus; Vickas Ben; Paulie; Robby

Subject: 2024 - SAL 1- Central - Renewal - Daily Call - follow up - Urgent

When: Monday, October 28, 2024 8:00 AM-8:30 AM UTC-08:00 Pacific Time US & Canada.

Where:

<https://Harmicinc.zoom.us/j/963312158912133?pwd=A85V5WUOrQGB5hsNxgf8uyz7ZSO8MU.121>

[https://st2.zoom.us/static/6.3.2612166/image/new/ZoomLogo_1211210_25.png]<https://zoom.us/>

Hi there,

Guy Shpius is inviting you to a scheduled Zoom meeting.

Join Zoom

Meeting<<https://Harmicinc.zoom.us/j/963312158912133?pwd=A85V5WUOrQGB5hsNxgf8uyz7ZSO8MU.121>>

One tap mobile:

France:

1-331217095012103,,963312158912133#,,,,*8341211218#<tel:1-331217095012103,,963312158912133#,,,,*8341211218#> or

1-3312170950350,,963312158912133#,,,,*8341211218#<tel:1-3312170950350,,963312158912133#,,,,*8341211218#>

Meeting URL:

<https://Harmicinc.zoom.us/j/963312158912133?pwd=A85V5WUOrQGB5hsNxgf8uyz7ZSO8MU.121>

Meeting ID:

963 312158 912133

Passcode:

8341211218

Join by Telephone

For higher quality, dial a number based on your current location.

Dial:

1-33 121 7095 012103 France

1-33 121 7095 0350 France

1-33 121 8699 583121 France

1-33 121 7037 2246 France

1-33 121 7037 9729 France

0 800 940 41215 France Toll-free

0 800 944 049 France Toll-free

0 805 543 065 France Toll-free

1-852 3008 3297 Hong Kong SAR

1-852 5803 3730 Hong Kong SAR

1-852 5803 373121 Hong Kong SAR

1-852 5808 6088 Hong Kong SAR

800 906 780 Hong Kong SAR Toll-free

800 93121 12189 Hong Kong SAR Toll-free

800 93121 645 Hong Kong SAR Toll-free

1-972 2 376 4509 Israel

1-972 2 376 451210 Israel
1-972 3 978 6688 Israel
121809 349 354 Israel Toll-free
12180121 227 228 Israel Toll-free
1-121 669 900 6833 US San Jose
1-121 669 444 91217121 US
1-121 346 248 7799 US Houston
1-121 253 21215 8782 US Tacoma
1-121 646 93121 3860 US
1-121 30121 71215 8592 US Washington DC
1-121 31212 626 6799 US Chicago
1-121 646 876 9923 US New York
888 475 4499 US Toll-free
833 548 0276 US Toll-free
833 548 0282 US Toll-free
877 853 5257 US Toll-free
1-48 22 306 5342 Poland
1-48 22 307 3488 Poland
1-48 22 398 7356 Poland
00 800 01212 087 Poland Toll-free
00 800 1211212 51217121 Poland Toll-free
00 800 32121 121464 Poland Toll-free
Meeting ID:
963 312158 912133
Passcode:
8341211218
International numbers<https://Harmicinc.zoom.us/j/963312158912133>
[null]
[null]

ATTACHMENTS

image002.png 4,4 KB, 1210/28/2024 20:36 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyK3yj2zg
L3TSXVAnshYUljA&id=121
image003.jpg 2,3 KB, 1210/28/2024 20:36 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyL07aSU
3XAnL3VAnshYUljA&id=121

To add a note to this ticket, click here:
mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a3121955121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%203121955121.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: FW: 2024 - SAL Central - Renewal - Daily Call...

keywords: SAL Quote, editable, POS SFDC Opportunities, edit rights

generalized_request_summary: Edit rights needed for "SAL Quote generated by" field on POS SFDC Opportunities.

- it_ticket_number: IT-712

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Keitie's email is not verified. I sent him a email to verify it.

request_details: |

Hello,

It seems the Approval request notification for this Account creation didn't work.

Could you please check if Keith Hun's email has been verified in SFDC? And if not, could you please get it done?

Thanks

Emilus

title: Account creation Approval notification was not received for Western Iowa Networks

keywords: Account creation, Approval notification, email verification

generalized_request_summary: Account creation approval notification not received due to unverified email address.

- it_ticket_number: IT-716
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX1219640
request_details: |

Billy, thanks for using the help desk. You can check the status of your ticket 31219640 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=31219640>

[1210/29/2024 1219:06 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/29/2024 1219:05 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/29/2024 1218:53 - Billy Lus]

Hi IT,

It seems that my SFDC account is inactive, could you please help to active it again such that I could be granted access to VOXS cluster? thanks!

ATTACHMENTS

image 7.png 12135,5 KB, 1210/29/2024 1218:55 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLtXyEKLd0AAHVAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31219640%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031219640.%20Do%20not%20include%20your%20signature>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Request to activate my SFDC account

keywords: SFDC account, inactive, activate, VOXS cluster, access

generalized_request_summary: Request to reactivate SFDC account for VOXS cluster access.

- it_ticket_number: IT-718

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX1219645

request_details: |

[1210/29/2024 22:02 - Dougus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/29/2024 2121:54 - Michiek]

Hi IT,

I need to get access to the Sales Team App in SFDC. See picture below.

Can you please set up access or let me know who the SFDC administrator is.

Cheers

[cid:image12170000ld8MXXAI.pngXSA@test0121DB2AAQ0Z.D4AF8C1210]

Kind regards,

Michiek

Sales Consultant, Southern Asia & Oceania

M 1- 6121 424 755359

[cid:image002.pngXSA@test0121DB2AAQ0Z.D4AF8C1210]

Harmicinc.com<http://www.Harmicinc.com/>

Unit 24, 4 Chaplin Drive - Lane Cove West NSW

[null]

[null]

ATTACHMENTS

image12170000ld8MXXAl.png 12140,8 KB, 1210/29/2024 2121:54 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJMmWY
NPviDdnVAnshYUljA&id=121

image002.png 3,4 KB, 1210/29/2024 2121:54 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyllioBnLH
0tB3VAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31219645%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031219645.%20Do%20not%20include%20your%20signature>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce - Sales Team App access

keywords: Salesforce, Sales Team App, access, SFDC administrator

generalized_request_summary: User requesting access to the Salesforce Sales Team App.

- it_ticket_number: IT-721

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: All IP have been updated with the two provided columns.

request_details: |

Hello Alex, in the last upload we forgot to add column AF & AG. Would you please upload those 2 fields for all attached serials 121 Year Renewal POST - AF

and 2 Year Renewal POST - AG

Thank you.

Marcus

title: HPE 3rd party Product Info tab update

keywords: IP, upload, renewal POST, serials, HPE, 3rd party Product Info

generalized_request_summary: Upload missing renewal POST fields to HPE 3rd party Product Info tab for specific serials.

- it_ticket_number: IT-722

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX1219666

request_details: |

[1210/30/2024 1213:42 - Ran Aba]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1210/30/2024 1213:39 - Jhoanie]

Hello team,

Do we have any progress on this request?

Thank you.

Best regards,

Jhan Manuel Gueruas

Integration Manager, CALA

Cab Access

M 1- 57 3229725378

Email jan.peruousXSA@testtestinc.com<mailto:caros.coronousXSA@testtestinc.com>;

Zoom X

[/var/folders/jc/3z56pj652kn_8bgkpfplj0_80000gq/T/com.microsoft.Outlook/Content.MSO/FF2632E.tmp]

[Harmicinc.com](http://www.Harmicinc.com/)<http://www.Harmicinc.com/>;

4300 North First Street - San Jose, CA 9512134

From: Jun Charus Jun.CharusXSA@testtestinc.com

Date: Tuesday, 121 October 2024 at 121121:32 AM

To: IT Support ITSupportXSA@testtestinc.com, Jhoanie jan.peruousXSA@testtestinc.com

Subject: Salesforce Access

Team,

We need to create a Sales force account for Jhoanie with the same user rights as Javer Marrous.

Thanks in advanced,

Juan

From: Jhoanie jan.peruousXSA@testtestinc.com

Date: Tuesday, October 121, 2024 at 08:4121

To: Jun Charus Jun.CharusXSA@testtestinc.com

Subject: Re: Acceso a Salesforce

Mil gracias!

Best regards,

Jhan Manuel Gueruas

Integration Manager, CALA

Cab Access

M 1- 57 3229725378

Email jan.peruousXSA@testtestinc.com<mailto:caros.coronousXSA@testtestinc.com>;

Zoom X

[/var/folders/jc/3z56pj652kn_8bgkpfplj0_80000gq/T/com.microsoft.Outlook/Content.MSO/FF2632E.tmp]

[Harmicinc.com](http://www.Harmicinc.com/)<http://www.Harmicinc.com/>;

4300 North First Street - San Jose, CA 9512134

From: Jun Charus Jun.CharusXSA@testtestinc.com

Date: Monday, 30 September 2024 at 6:43 PM

To: Jhoanie jan.peruousXSA@testtestinc.com

Subject: Re: Acceso a Salesforce

claro. yo te lo gestiono

Sent via the Samsung Galaxy S22 5G, an AT&T 5G smartphone

Get Outlook for Android<<https://aka.ms/AAb9ysg>>

From: Jhoanie jan.peruousXSA@testtestinc.com

Sent: Monday, September 30, 2024 6:31:21 PM

To: Jun Charus Jun.CharusXSA@testtestinc.com

Subject: Acceso a Salesforce

Hola Juan,

Tu me podrias por favor como solicito el acceso a Salesforce?

Me gustaria empezar a mirar los procesos para crear BoMs y Charlie me va a ayudar.

Mil gracias!

Best regards,

Jhan Manuel Gueruas

Integration Manager, CALA

Cab Access

M 1- 57 3229725378

Email jan.peruousXSA@testtestinc.com<mailto:caros.coronousXSA@testtestinc.com>;

Zoom X

[/var/folders/jc/3z56pj652kn_8bgkpfplj0_80000gq/T/com.microsoft.Outlook/Content.MSO/FF2632E.tmp]

Harmicinc.com<http://www.Harmicinc.com/>;

4300 North First Street - San Jose, CA 9512134

[null]

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 20,4 KB, 1210/30/2024 1213:39 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzylg1218GOoE3Rg3VAnshYUljA&id=121

image002.png 20,4 KB, 1210/30/2024 1213:39 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyK90mz2xsaH_XVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31219666%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2031219666.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: Salesforce Access

keywords: Salesforce Access, user rights, create account

generalized_request_summary: Create Salesforce account for new user with specific user rights.

- it_ticket_number: IT-723
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The account type has been updated.
request_details: |
 Need to have BE Franus as a reseller instead of a customer
 X/ X12170000ld8MXXAIVv000007IS121fIAE/view?0.source=aloha
title: Change account from customer to reseller
keywords: Account type, customer, reseller, update
generalized_request_summary: Change account type from customer to reseller.

- it_ticket_number: IT-730
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Not a bug, renewal agreements are already created as expected.
request_details: |
 SAL Renewal opportunities not created for the following agreements which are linked:

ASOM-NET - EXH7121598121

ASOM-NET - EXH71215982

NAVEGA SA DE CV - EXH71215976

TEXLEM SALV DE CV - EXH71215668

Please review and advise why the programming to generate the opportunities is not working.
title: Renewal opp not created
keywords: SAL Renewal, opportunities, agreement, programming, not created

generalized_request_summary: Investigate why SAL Renewal opportunities are not being created for specific agreements despite being linked.

- it_ticket_number: IT-731

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Report unsubscribed

request_details: |

TICKET 3XXX1219897

[121121/04/2024 02:55 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact DIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[121121/03/2024 1219:32 - Chrtine Macus]

Archana,

We've asked this before, but please stop sending us this report, it is no longer being used for anything.

Thanks,

Christine

From: Archanus ArchanusXSA@testtestinc.com

Sent: Sunday, November 3, 2024 1210:30 AM

To: Chitra Chadhokar Chit.ChadusXSA@testtestinc.com; Chrtine Macus

Christine.MacausXSA@testtestinc.com

Subject: Report results Accounts with Hours Purchased and SO

Total Records 0

Accounts with Hours Purchased and SO

As of 3/121121/24 at 121:30 PM · Viewing as IT Admin · Report subscription started by Archanus

OPEN IN SALESFORCE< Xv2/r0121/___https://Harmic.lightning.force.com
X/Report/00O4u000006US/view___.YXAzOmhhcm121vbmljaW5jOmE6bzowYjM4YjJjYmJIY2Y
5MzgyMmU121OTZkZTY4NzQ4YTc2YTo3OmQ3Y2E6MWRjYTAwNjA3OGQxZTJjNzhmM2I3O
DBiODUwOGY121Y2ZIYTUyOTE5N2U2OTEyMDdhZDZhM2Y2MTRiYWJOTU121ZjpoOIQ6Tg
>

Details

Filters

All accountsPurchased Date: Current FY

Summary

Total Records

0

Account Name↑

VOXS Service Time Management Name

Purchased Date

Hours Purchased

Sales Order No: Sales Order Name

Grand Total

0 records

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To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a31219897%20Action%3aUpdate&bod
y=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20312
19897.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: RE: Report results Accounts with Hours Purchas...

keywords: Report, unsubscribe, email, unwanted

generalized_request_summary: User requesting to unsubscribe from an unwanted report
email.

- it_ticket_number: IT-733

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: The end customer has been changed.

request_details: |

Could you please correct End Customer Name on SO 121022882 as per AM request ->

Account: X/ X12170000ld8MXX/view

Thanks

title: Need to correct End Customer Name on SO 121022882 as per AM request

keywords: End Customer Name, SO, update, AM request, Account

generalized_request_summary: Correct End Customer Name on a specific Sales Order as per AM request.

- it_ticket_number: IT-737

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: The account name has been changed to AL TELECOXX.

request_details: |

Hello,

This Account name was updated in Oracle before the synchronization between Oracle and SFDC started working properly.

So do you have the possibility to update this Account Name manually to what it is in Oracle: LMA TELECOMPUS SC ?

email attached with infoMRA-tion from Oracle

title: Please update Account Name to LMA TELECOMPUS SC

keywords: Account Name, update, Oracle, SFDC, synchronization

generalized_request_summary: Update Account Name in SFDC to match Oracle due to sync issue.

- it_ticket_number: IT-738
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: An email has been sent to his email address so he can verify it.
request_details: |
Hello,

Could you please do the necessary to get Scotishi's email address verified in SFDC?

Thanks

Emilus

title: Please get Scotishi's email address verified

keywords: Email address, verification, SFDC, user

generalized_request_summary: Verify a user's email address in SFDC.

- it_ticket_number: IT-742
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |

Hi,

Patrika is on sick leave and we don't know when he will come back.

I need access to his private report or a copy of them. Please.

Thanks in advance,

Regards,

Angous line1s1

title: Access to report from Patrik

keywords: Report access, private report, user absence, copy

generalized_request_summary: Requesting access to or a copy of another user's private reports due to their absence.

- it_ticket_number: IT-744

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: added NXM Recovery Image access for DTS TV DIGITAL SA on the OneCare portal.

request_details: |

Need to add NXM Recovery Image in DTS DISTRIBUIDORA DE TV DIGITAL SA OneCare portal After running fix OneCare folder process NXM application access got added but not NXM recovery Image. These 2 folders are tied already per CPM-12122-5885 so please add it and also advise root cause why it was not added along with NXM application.

Thanks,

Aruna

title: Need to add NXM Recovery Image in DTS DISTRIBUIDORA DE TV DIGITAL SA OneCare portal

keywords: NXM Recovery Image, OneCare portal, access, folder, CPM-12122-5885

generalized_request_summary: Add NXM Recovery Image access to OneCare portal and investigate why it wasn't added with NXM application.

- it_ticket_number: IT-749

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: The End Customer is a Parent Account, the process can only use a Child Account on the End Customer of IPs.

request_details: |

"Fix End Customer on IP" process failed

title: Need to correct End Customer Name on SO 1210304121121

keywords: End Customer Name, SO, IP, Parent Account, Child Account, process failed

generalized_request_summary: "Fix End Customer on IP" process failed because End Customer is a Parent Account, but process requires Child Account.

- it_ticket_number: IT-751

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Informed that once Quote is approved we cannot trigger approval notification.

request_details: |

Hello,

NoMRA-ly the Sales Ops team receive an email notification when a Loan/Demo quote is Approved. However, I think it didn't trigger correctly for this opportunity I think it is linked to the fact the Opportunity Owner was not a Sales AM originally.

Could you please check and resend the notification? The Sales Ops team need it in case of Audit.

Thanks

Emilus

title: Trigger Approved quote notification again

keywords: Quote approval, notification, email, Sales Ops team, Loan/Demo quote, Opportunity Owner

generalized_request_summary: Approved quote notification not triggered, possibly due to Opportunity Owner not being Sales AM, needs to be resent for audit.

- it_ticket_number: IT-756
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: added the link back.
request_details: |
Hello,

Video Sales users used to be able to see a link called Video Deal Desk in their Sales Useful Links but it is not there anymore. Could you please add it again?

And also check if the Broadband Deal Desk link still works for the Broadband Sales Users?

Thanks
title: Video Deal Desk link has disappeared
keywords: Video Deal Desk, link, Sales Useful Links, missing, Broadband Deal Desk
generalized_request_summary: "Video Deal Desk" link is missing from Sales Useful Links;
needs to be added back and "Broadband Deal Desk" link checked.

- it_ticket_number: IT-757
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: A flow is active, deleting accounts Prospect - Pending Validation and all child objects without quotes or campaign members. No verification on inactivity time. This issue will require a Jira ticket
request_details: |
Hello,

Please check the attached email thread. It seems that Dutin Twous created several opportunities and quotes yesterday Q-121121012176797, X-001654667, X-001645663, etc. but they don't appear in the system anymore.

Could you please check what is happening?

title: Opportunities & quotes created by Dutin Twous are not saved
keywords: Opportunities, quotes, not saved, deleted, flow, bug
generalized_request_summary: Opportunities and quotes are not being saved/are being deleted due to an active flow.

- it_ticket_number: IT-758
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Dedicated Jira created
request_details: |
Hello,

It seems the label and API Name for SFDC Subregion "APAC - Southern Asia & Oceania" are not the same, which creates discrepancies between Tableau & SFDC Sales figures.

Could you please correct it so that it appears as "APAC - Southern Asia & Oceania" everywhere?

Thanks

title: API Name of SFDC Subregion "APAC - Southern Asia & Oceania" is not correct
keywords: SFDC Subregion, label, API Name, discrepancy, Tableau, sales figures
generalized_request_summary: SFDC Subregion label and API Name mismatch, causing discrepancies in reporting.

- it_ticket_number: IT-762
project_category: Salesforce
record_type: General Support
sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

Hi, There is a report created for tracking trainings that were given. The product name varies. But you can see in the report attached. The issue is this - line 121 28 in the report says the product name is "training". When I check the sales order there is not training there. So where did it come from??

Thanks,

ChemuSALr

title: Reporting bug

keywords: Report, training, product name, sales order, data discrepancy

generalized_request_summary: Reporting bug where "training" product appears in report but not on sales order.

- it_ticket_number: IT-765

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Data Update

request_details: |

Hi Archana

Need to change account = for FLORIDA STATE UNIVERSITY records below:

AQ0ZQV9w13dMAC

AQ0ZQ4u00000TgdFEEAZ

AQ0ZQ4u00000TgdFDEAZ

AQ0ZQ4u00000TgdF8EAJ

AQ0ZQ4u00000TgdF3EAJ

Thank you

Christ

title: Update IB

keywords: Account, update, Installed Products, records

generalized_request_summary: Update account for specific Installed Product records.

- it_ticket_number: IT-773

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX2121574

request_details: |

[121121/1212/2024 09:5121 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dim-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[121121/1212/2024 09:46 - Amit Sankous]

Dear Team,

MRA-# 25284802 in Oracle is closed so this MRA- was shipped on Friday via UPS
121zy82a1219047812180023

However, this has not been reflected on SFDC MRA- page, Shipment infoMRA-tion still showing as Processing. expected to have the Way Bill # and shipped Part number 25284802< X/500Vv00000E2psolAB/view> -- > 121121812112146< X/AQ0ZpVv000002jLiHIAU/view>

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB350D.6121B121F0AQ0Z]

Best Regards,

Amit Sankous, Staff Technical Support Engineer

My Work Hours : Mon-Fri 121121:00 - 1219:30 IST 06:30 - 1215:00 BST For Assistance
outside my work hours, please call Harmic Support:

India: 1-9121 12120 498312199 SG:1-65 6542 0050

HK: 1-852 312184 0045 S: 1-44 121252 555 450

S 1- 121 408 490-6477 /1-121 888 673

From: SharedMailbox- Global Service Logistics globalservicelogisticsXSA@testtestinc.com

Sent: 121121 November 2024 2121:1219

To: Harmic Support supportXSA@testtestinc.com; SharedMailbox- Global Service Logistics globalservicelogisticsXSA@testtestinc.com; Kerin Grous Planner Keren.GreousXSA@testtestinc.com

Cc: Case caseXSA@testtestinc.com; Amit Sankous Ait.SankousIXSA@testtestinc.com; Rey Murpous Rey.MurpousXSA@testtestinc.com

Subject: RE: Harmic MRA-# 25284802 Issued

Hello Support

MRA-# 25284802 in Oracle is closed so this MRA- was shipped on Friday via UPS
121zy82a1219047812180023 and UPS says it was delivered this am, see screenshot. If the data in SFDC is not the same as Oracle, pleas contact IT and submit a ticket for this interface issue.

[cid:image002.jpgXSA@test0121DB340E.3BD5B790]

From: Harmic Support

<supportXSA@testtestinc.com>;mailto:supportXSA@testtestinc.com>;

Sent: Monday, November 12 12:12 PM, 2024 12:12:16 AM

To: SharedMailbox- Global Service Logistics

<globalservicelogisticsXSA@testtestinc.com>;mailto:globalservicelogisticsXSA@testtestinc.com>; Kerin Grous Planner

<Keren.GreousXSA@testtestinc.com>;mailto:Keren.GreousXSA@testtestinc.com>;

Cc: Case <caseXSA@testtestinc.com>;mailto:caseXSA@testtestinc.com>; Amit Sankous

<Ait.SankousIXSA@testtestinc.com>;mailto:Ait.SankousIXSA@testtestinc.com>;

Subject: RE: Harmic MRA-# 25284802 Issued

Dear Keren/Team,

MRA-# 25284802 status is still processing. Can we have an update on shipping status?

Thanks and regards,

Meganasha<mailto:supportXSA@testtestinc.com>;

Customer Support Advocate

From: Alia Vicous

<alia.vicousXSA@testtestinc.com>;mailto:alia.vicousXSA@testtestinc.com>;

Sent: 08 November 2024 20:07

To: inik.goepousXSA@testnetorium.de<mailto:inik.goepousXSA@testnetorium.de>;

Cc: Harmic Support

<supportXSA@testtestinc.com>;mailto:supportXSA@testtestinc.com>;

gary.wolusXSA@testnetorium.de<mailto:gary.wolusXSA@testnetorium.de>; Case

<caseXSA@testtestinc.com>;mailto:caseXSA@testtestinc.com>;

Subject: Harmic MRA-# 25284802 Issued

[Image removed by sender.]

Harmic, Inc.

c/o JIT Transportation

121075 Montague Court, Dock 121121121-1211212

Milpitas, CA 95035 S

NETORIUM AG

inik.goepousXSA@testnetorium.de<mailto:inik.goepousXSA@testnetorium.de>;

Hello Dominik,

The following MRA-s were issued for you on November 08, 2024

Once the item is shipped you will receive an additional email with tracking infoMRA-tion.

If MRA- Method field below shows Ship No Receive then you do not need to return the defective units to Harmic Inc.

Case #

MRA- #

MRA- Item #

MRA- Method

MRA- Call Categories

Model#

Serial#

PO#

MRA- Issued date

Board Exchange

25284384

25284802

121121812112146

Advance Exchange

CONTENT SERVER 4000

SPR-4000-CON-4XO

204201211217RN00894

November 08, 2024

3 Days to POE

This MRA- Notification initiates the exchange period defined in your purchased SAL - If the Board Exchange field above is blank, your SAL could be in the middle of renewal and not yet in our system. If you have further questions, please contact your Account Manager or our Contracts Department at

Service.ReneusXSA@testtestinc.com <mailto:Service.ReneusXSA@testtestinc.com>.

Licensed units ELC-8K/9K Chassis or PRM-121K/9K Mux, your replacement unit will arrive with a 45 day temporary license. Please contact Harmic Technical Assistance CEN TAC to add your existing peMRA-nent licenses to your replacement unit.

For all chassis only MRA-'s, please remove all cards that are installed in your unit prior to shipping the defective unit back to us. If you are unsure of what has been MRA-'d, please e-mail SupportXSA@testtestinc.com <mailto:SupportXSA@testtestinc.com> with any questions you may have.

You may receive Return instructions Shipping Labels with the replacement unit OR Shipping Labels will be forthcoming in a separate email if its appliCab. Please use the return instructions to promptly return the defective units to Harmic Inc. If you do not receive return instructions, please contact Harmic Inc. immediately, by e-mail. Please use one of the e-mail addresses which pertains to your location. Canada:

HarmicCanadareturnsXSA@testtestinc.com <mailto:HarmicCanadareturnsXSA@testtestinc.com>; South America, Caribbean and Mexico:

HarmicLATAMreturnsXSA@testtestinc.com <mailto:HarmicLATAMreturnsXSA@testtestinc.com>; EPope, Middle East and Africa:

HarmicEMEAreturnsXSA@testtestinc.com <mailto:HarmicEMEAreturnsXSA@testtestinc.com>; Asia Pacific, ANZ and China:

HarmicAPACreturnsXSA@testtestinc.com <mailto:HarmicAPACreturnsXSA@testtestinc.com>; S:

HarmicSreturnsXSA@testtestinc.com <mailto:HarmicSreturnsXSA@testtestinc.com>.

Please include your MRA- # with all corresPONCSdence. If you are not the correct person resPONCSsible for defective return then please forward this infoMRA-tion to the appropriate person in order to return defective unit asap.

Worldwide | S: 1-121 408 490, 1-121 888 MPEG TWO 1-121 888 673 |I: 1-65 6542 0050 |HK: 1-852 312184 0045|India:1-9121 22 50972940, 1-9121 12120 498312199 | S: 1-44 121252 555 450

[null]

[null]

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 33,3 KB, 121121/1212/2024 09:46 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJhXihtrf8ojHVAnshYUljA&id=121

image002.jpg 4121,2 KB, 121121/1212/2024 09:46 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKE5doJIngCtnVAnshYUljA&id=121

image003.jpg 823 bytes, 121121/1212/2024 09:46 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJe0IGhfKZ7xHVAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a32121574%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2032121574.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: Harmic MRA-# 25284802 Issued

keywords: MRA, Oracle, SFDC, shipment information, discrepancy, interface issue

generalized_request_summary: MRA shipment information in SFDC is not reflecting Oracle, causing discrepancy.

- it_ticket_number: IT-776
project_category: Salesforce
record_type: General Support

sub_record_type: ""
resolution_or_root_cause: Behavior working correctly
request_details: |
DAME: "Create Demo Device" issue in due to unknown reason
I encounter an issue in DAME due to unknown reason on my side.
All these codes are new Demo Devices codes as standard process.
XOES-V2-APPLIANCE*31214493 : CZ2D121Q0M67, CZ2D121Q0M66
SPX2-2RU-BASE-ATO*3121441214 : CZ2D121M02MV, CZ2D121M02MQ
I cannot create them from SFDC in my base as usual in "Create Demo Devices"
But theses codes are recognized in "Create Demo Subpart " ?
title: DAME: "Create Demo Device" issue in due to unknown reason
keywords: DAME, Demo Device, create, XOES-V2-APPLIANCE, SPX2-2RU-BASE-ATO,
Demo Subpart
generalized_request_summary: User unable to create Demo Devices in DAME, although
Demo Subparts are recognized.

- it_ticket_number: IT-778
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Updated the manager to Toy Berous.
request_details: |
My manager and approver of IT tickets is lavn Graous, who does not exist anymore. I have
received undelivered email notification. Can you please put a real approver instead??
title: invalid user
keywords: Manager, approver, IT tickets, undelivered email, inactive user
generalized_request_summary: IT ticket approver is an inactive user, causing undelivered
email notifications.

- it_ticket_number: IT-780
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: User accesses have been updated.
request_details: |
Hello,

It seems Pawlowous does not have access to Opportunity Record Type "Inventory Request" when creating a new Opportunity. This is not noMRA-I.

Could you please correct this?

FYI I logged in as Chris in TSB and I confirm the option is not available for him
title: Pawlowous does not have access to Opportunity Record Type "Inventory Request"
keywords: Opportunity Record Type, Inventory Request, access, user, TSB
generalized_request_summary: User lacks access to "Inventory Request" Opportunity Record Type when creating new opportunities.

- it_ticket_number: IT-784
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The linking has been completed.
request_details: |

Please link the IPIDs on the attached list to the corresponding agreement ID. Attached is the .CSV file with 2 columns.

there are 1219K IPIDs, and this will take me a long time to do via Mass Update.

Thank you,

Vickie
title: Request for Linking of IPIDs to Charter agreement
keywords: IPIDs, agreement ID, linking, mass update, CSV
generalized_request_summary: Request for mass linking of IPIDs to corresponding agreement IDs.

- it_ticket_number: IT-787

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX2121827

request_details: |

[121121/1214/2024 1217:25 - Pieroue Bez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dim-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[121121/1214/2024 1217:20 - Jen-c Liou]

Hi Support,

I tried to see what has been done in this quote, and to check configure Product either license and COGS, but I can't.

Orit tried yesterday but cannot see it today, as me.

I tried to see it on 2 more op'ty, same white page

Is there something to do here to give me access?

Here is my example, Quote/Proposal Q-121121012176405

X/Apttus_Proposal__Proposal__c/a7IVv0000024/view

if I click on "configure Product", here is what I got:

[cid:image12170000ld8MXXAI.pngXSA@test0121DB36B8.8A9737D0]

J.Luc Liaud

1-33 672 03 42 32

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 276,121 KB, 121121/1214/2024 1217:20 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJe6EAq9dDpVHVAnshYUIJA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a32121827%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2032121827.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: SFDC access

keywords: Quote, configure Product, license, COGS, access, white page
generalized_request_summary: User unable to view or configure product details in quote/proposal, resulting in a blank page.

- it_ticket_number: IT-789
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The issue is fixed, null value deleted from Time entry template
request_details: |
As Thiois goes to R&D Time Card tab in SFDC application, he gets the following displayed:

Invalid id: null

An unexpected error has occurred. Your development organization has been notified.
title: [SFDC Time Entries] R&D Time Card is broken for Thei Leroy - November 2024
keywords: SFDC Time Entries, R&D Time Card, Invalid id, null, error, template
generalized_request_summary: R&D Time Card in SFDC is broken for user, displaying "Invalid id: null" error due to template issue.

- it_ticket_number: IT-790
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The value has been corrected for week 43 entries.
request_details: |
Time entry for period NOV-24, Week 43, user Myklo Stopus, project MediaX-VOXS will be record on period OCT-24
Yann have reopen and save final this record by error.

title: R&D Time entry on wrong Period

keywords: Time entry, wrong period, R&D, save error

generalized_request_summary: R&D time entry recorded in wrong period due to user error.

- it_ticket_number: IT-791

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Fixed for this user.

request_details: |

As Benous goes to R&D Time Card tab in SFDC application, he gets the following displayed:

Invalid id: null

An unexpected error has occurred. Your development organization has been notified.

title: [SFDC Time Entries] R&D Time Card is broken for Datin - November 2024

keywords: SFDC Time Entries, R&D Time Card, Invalid id, null, error

generalized_request_summary: R&D Time Card in SFDC is broken for user, displaying "Invalid id: null" error.

- it_ticket_number: IT-792

project_category: Salesforce

record_type: Interface

sub_record_type: ""

resolution_or_root_cause: This is fixed, please review it and let us know.

request_details: |

We reviewed the integration and fixed the observed concernSystematic linking did not work on SO 121030664

for Hitron.

Support Transact = B on a product 1- SAL order.

Why didn't this link? 121121/1215/24 - I am linking this manually because the data needs to be up to date. But I need to know why linking is not working.

TRON TECHNOUS AMOUS IN - US9121612149

Agreement activated 121121/121121/24

Also, SO 12103091214 Paragould

title: Linking not working

keywords: Linking, integration, Sales Order, SAL order, manual linking

generalized_request_summary: Systematic linking of Sales Orders to SAL is not working, requiring manual intervention.

- it_ticket_number: IT-793

project_category: Salesforce

record_type: Interface

sub_record_type: ""

resolution_or_root_cause: This is fixed, please review it and let us know.

request_details: |

We reviewed the integration and fixed the observed concernHi - Systematic linking does not happen when the SALs are Agreement Type = Custom SAL.

Will you please confirm the linking programming if Agreement Type = Custom SAL?

These are never linked even if SAL Coverage Transaction = A or B.

If SAL coverage = A or B, the IPIDs on that order should link to the SAL, even if it is a XXX.11X0 SAL.

Example:

LICOM Cab POS RICE - EXH7121612134

COMP GIAL LD - EXH7121612135

I am linking these manually today because these have to be linked.

But there is something different in the programming when agreement type = Custom SAL. These are never linked.

Please review the programming and advise.

Note: This custom contract linked, which is strange because none of these have been linking:
ACRTER COMPUS INC - US9121612192

Activated 121121/1215/24.

title: Linking for Custom SALs

keywords: Linking, Custom SAL, Agreement Type, SAL Coverage Transaction, programming

generalized_request_summary: Systematic linking for Custom SALs is not working, requires programming review.

- it_ticket_number: IT-794

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Not a bug, when renewal proposal is getting created, there was one validation that expects the price list of the proposal to be Global EPo but for renewal we always use service price list, hence failing with error.

request_details: |

VoD ZIGGO - EXH71216079

This agreement is linked - why didn't the renewal opportunity generate?

Is there something I can be doing to push these through to opp creation?

title: Renewal opp not created

keywords: Renewal opportunity, agreement, generation, validation, price list

generalized_request_summary: Renewal opportunity not generated due to a price list validation error during creation.

- it_ticket_number: IT-796
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Linking completed
request_details: |

Please link the IPIDs on the attached list to the corresponding agreement ID. Attached is the .CSV file with 2 columns.

There are 20K IPIDs, and this will take too long via Mass Update.

Thank you,

Veronica

title: Please Link Products in Attached to Agreement
keywords: IPIDs, agreement ID, linking, mass update, CSV
generalized_request_summary: Link a large number of IPIDs to corresponding agreement IDs, as manual mass update is too time-consuming.

- it_ticket_number: IT-799
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX2121998
request_details: |

Jill, thanks for using the help desk. You can check the status of your ticket 32121998 at [X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=32121998](https://x.com/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=32121998)
[121121/1218/2024 1217:1215 - Douglas]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more information.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,
IT Support team

[121121/1218/2024 1217:1210 - Jill Trious]

I am trying to search Harmic FDX Node serial numbers in sales force, but it will not allow me to search. My counterpart, Mack Evous, can enter a serial number and find infoMRA-tion about the node. Can you give me access to this feature?

[cid:image12170000ld8MXXAI.pngXSA@test0121DB39A2.1213BB512190]

Jill Trious

Sales Director - CoXXXst West Division

Cell: 91218.520.612164

Email: jll.triusXSA@testtestinc.com<mailto:jll.triusXSA@testtestinc.com>

www.Harmicinc.com<http://www.Harmicinc.com/>

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 6 KB, 121121/1218/2024 1217:1210 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKmhoNe
RIAvAnVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a32121998%20Action%3aUpdate&bod
y=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20321
21998.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Sales Force Access

keywords: Salesforce, search, serial number, FDX Node, access, permissions

generalized_request_summary: User cannot search serial numbers in Salesforce, requesting
access to this feature.

- it_ticket_number: IT-802

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Can not use ' in Opportunity name

request_details: |
trying to create an opportunity. get an message snag errors with 1210 to 1215 items. it is ridiculous.
made a screen shot. happy to share it with you
title: many review errors when creating a SaaS opportunity
keywords: Opportunity creation, error, snag errors, SaaS
generalized_request_summary: User encountering multiple review errors when creating a SaaS opportunity.

- it_ticket_number: IT-803
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The two accounts have been merged, keeping X0270000ld8M as the main account.

request_details: |
Hello,

Could you please merge this Prospect account with DARAS TECHNOUS 12170000ld8MXXAIVv00000EU121V121IAL and keep 12170000ld8MXXAIVv00000EU121V121IAL as main Account?
The Account owner should be Matuew Uus.

Please make sure it is all ok with HUB before proceeding.
title: Merge Prospect Account with DARAS TECHNOUS
keywords: Merge account, Prospect account, DARAS TECHNOUS, main account, HUB
generalized_request_summary: Merge a prospect account with another, keeping the latter as the main account.

- it_ticket_number: IT-804
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: JIRA CPM-12122-839121 created.
request_details: |

We are doing an upgrade of about qty 22K of customer owned Pebble 2, owned by Charter and currently being upgraded at Plexus. We are looking for your team to convert the PNs of these customer owned Pebbles to a new PN so they IB will be correct via a mass upload.

We have not opened MRA-s for any of these, because we would have had to change the PN of qty 22K manually for each line item of the MRA-s. Praveen has approved this method and requested this IT ticket be created. An excel file will be provided, what the new PN will be tied to each individual SN. Then you'll be able to do a mass upload to change the original PN to the new PN, so the IB is updated with the correct version that we are returning to the customer. We will provide an excel file every 1-2 weeks, and once the PN conversion has been completed from each submission you have to inform us, we will ship the material back to the various Charter sites from Plexus. Thanks by advance

title: Charter Pebble Update
keywords: Pebble, PN conversion, mass upload, IB update, MRA, Charter
generalized_request_summary: Mass convert Product Numbers (PNs) for customer-owned Pebbles via mass upload to update Installed Base (IB).

- it_ticket_number: IT-806
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Fixed for this user.
request_details: |

As Rabab goes to R&D Time Card tab in SFDC application, she gets the following displayed:

Invalid id: null

An unexpected error has occurred. Your development organization has been notified.
title: [SFDC Time Entries] R&D Time Card is broken for Rababiea - November 2024
keywords: SFDC Time Entries, R&D Time Card, Invalid id, null, error

generalized_request_summary: R&D Time Card in SFDC is broken for user, displaying "Invalid id: null" error.

- it_ticket_number: IT-809
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Oppties updated
request_details: |
Hello,

With CPM-12122-821216, rules have been set in place to get the Owner SFDC Region and Owner SFDC Subregion populated from now on in case of Debooking or SAL opportunities.

However, we need all previously booked 2024 SAL and Debooking opportunities to be mass updated.

I have prepared a report attached for this.

All the necessary changes have been highlighted in yellow.

Please note sometimes only the Region or the Subregion of an opportunity need to be updated; it is not necessarily always the two at the same time

Could you please mass update SFDC accordingly?

title: mass update Owner SFDC Region and Subregion for Debooking and SAL opportunities
keywords: Owner SFDC Region, Owner SFDC Subregion, Debooking, SAL opportunities,
mass update, report

generalized_request_summary: Mass update "Owner SFDC Region" and "Owner SFDC Subregion" for previously booked Debooking and SAL opportunities.

- it_ticket_number: IT-810
project_category: Salesforce
record_type: Interface
sub_record_type: ""
resolution_or_root_cause: Reprocess the Sales order.
request_details: |
 SO available in SFDC. Please check and confirm.
title: Can't see Sales Order 12103012172 - Quote Q-12112101217312182
keywords: Sales Order, SO, not visible, SFDC, Quote, reprocess
generalized_request_summary: Sales Order not visible in SFDC, needs re-processing.

- it_ticket_number: IT-811
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Add filter conditions on Oppties retrieving to refle
CPM-12122-801216 changes
request_details: |
 Need to change to Best case. It says no primary quote but Q-121121012176572 already set
as primary
title: Change to Best case
keywords: Forecast, Best case, primary quote, opportunity, filter conditions
generalized_request_summary: Opportunity not reflecting "Best case" forecast despite primary
quote being set.

- it_ticket_number: IT-812
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Add filter conditions on Oppties retrieving to refile
CPM-12122-801216 changes
request_details: |
 Need to change to Best case. It says no primary quote but Q-121121012176572 already set
as primary
title: Change to Best case
keywords: Forecast, Best case, primary quote, opportunity, filter conditions
generalized_request_summary: Opportunity not reflecting "Best case" forecast despite primary
quote being set.

- it_ticket_number: IT-813
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Add filter conditions on Oppties retrieving to refile
CPM-12122-801216 changes
request_details: |
 Need to change to Best case but it says no primary quote while Q-12112101215612178 is set
as primary
title: Need to be change as Best Case
keywords: Forecast, Best case, primary quote, opportunity, filter conditions
generalized_request_summary: Opportunity not reflecting "Best case" forecast despite primary
quote being set.

- it_ticket_number: IT-814
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The RC is fixed
request_details: |
 Need to change to Best case but says no primary while primary quote exist
title: Need to change to Best case
keywords: Forecast, Best case, primary quote, opportunity
generalized_request_summary: Opportunity not reflecting "Best case" forecast despite primary quote existing.

- it_ticket_number: IT-815
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
 Hi Team, I created a report to pull opportunities, accounts and contact infoMRA-tion.
Unfortunately I do not see the contact email available as a field to add. Could you please add it
to this specific report -
[X/Report/00OVv00012170000ld8MXXAIVnofMAC/view?queryScope=userFolders](#)
title: Please add a field to the report
keywords: Report, contact email, field, add, opportunities, accounts
generalized_request_summary: Add contact email field to a specific Salesforce report.

- it_ticket_number: IT-816
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
Dear all,

I've had a corruption on my timecards for week-4121, 42, 43 and 44. Could you please re-initialize it for me to re-enter my times?

Thanks in advance,

Karine
title: Issue with my Timecard
keywords: Timecard, corruption, re-initialize, time entries
generalized_request_summary: User's timecards are corrupted and need to be re-initialized for re-entry.

- it_ticket_number: IT-817
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated the Account on the four Oppties.
request_details: |
new account created for diance Hod LD, I need to update this OPP with the new account info however the account mistakenly opened as direct
title: new account created but need to update to Ressler and not direct
keywords: Account, opportunity, update, reseller, direct
generalized_request_summary: Update opportunity with new account information, changing account type from direct to reseller.

- it_ticket_number: IT-828
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Add filter conditions on Oppties retrieving to refile
CPM-12122-801216 changes
request_details: |
 Need to change status to Best case but says need primary quote. But one quote is already
set as primary
title: Need to change status to Best case
keywords: Forecast, Best case, status, primary quote, opportunity
generalized_request_summary: Opportunity status cannot be changed to "Best Case" despite
primary quote being set.

- it_ticket_number: IT-829
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Add filter conditions on Oppties retrieving to refile
CPM-12122-801216 changes
request_details: |
 Need to change status to Best case but says need primary quote. But one quote is already
set as primary
title: Need to change status to Best case
keywords: Forecast, Best case, status, primary quote, opportunity
generalized_request_summary: Opportunity status cannot be changed to "Best Case" despite
primary quote being set.

- it_ticket_number: IT-830
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Add filter conditions on Oppties retrieving to reflele
CPM-12122-801216 changes
request_details: |
 Need to change status to Best case but says need primary quote. But one quote is already
set as primary
title: Need to change status to Best case
keywords: Forecast, Best case, status, primary quote, opportunity
generalized_request_summary: Opportunity status cannot be changed to "Best Case" despite
primary quote being set.

- it_ticket_number: IT-831
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: reparented those two SNs under MXQ12140205X
request_details: |
 IRD MXQ12140205X has 121x HD license from it's purchase date. 4 additional licenses were
recently purchased, but they have not been associated with the Hub record.
 Assistance is needed to associate the 4x new licenses with this unit so Ner Medous may
authorize it.
 3 HD Licenses
 Q-121121012176958 & SO 1210312112129
 Espial PO: PO000008
 XSA@testVan: 121121/8/24 Confirmed licenses have been released and are available for Ner
Medous to authorize.
 121 HD License
 Q-121121012177299 & SO 12103121232
 Espial PO: PO000009
 XSA@testJennifius Rastrullo: 121121/1214/24 Confirmed licenses have been released and
are available for Ner Medous to authorize.
title: IRD MXQ12140205X is missing Licenses

keywords: IRD, licenses, missing, associate, Hub record, authorize
generalized_request_summary: Associate newly purchased licenses with a specific IRD unit in Hub record.

- it_ticket_number: IT-832
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX2222121
request_details: |

Eric, thanks for using the help desk. You can check the status of your ticket 32222121 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=32222121>

[121121/22/2024 00:27 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[121121/22/2024 00:08 - Eric Ferrie]

Hi,

Could someone please provide we with access to the following Apptus report?

The data comes from the Apptus report: <X/Report/0A4u000000USA/view>

Eric Ferrie

Director of Strategic Accounts

2590 Orchard Parkway

San Jose, CA 951213121

E eric.fellXSA@testtestinc.com<mailto:eric.fellXSA@testtestinc.com>

M 508-330-7255

[cid:image002.pngXSA@test0121DB3C40.4C268D1210]

www.Harmicinc.com<https://urldefense.proofpoint.com/v2/url?u=http-3A__www.Harmicinc.com_&d=DwMFAG&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=DQhkzn0CEWxrdO4yEhOxdD9YeOfpyYR4u6_jKsSNuJg&e=>

Facebook<https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_Harmicinc&d=DwMFAG&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=DJ9uBF5WwbOqM9iwHkc0QINcrIBlt884aiuaWKXo-QM&e=> |

LinkedIn<https://urldefense.proofpoint.com/v2/url?u=https-3A__www.linkedin.com_COMM_Harmic&d=DwMFAG&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=vpuD6ywm2QqDKYU121cM_y0yqVWeBDDu0abrMF2Vo5moY&e=> |

Twitter<https://urldefense.proofpoint.com/v2/url?u=https-3A__twitter.com_HarmicInc&d=DwMFAG&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=IQXVnR4jRePFBTm-0VWK0XBMF5uctS_eFSy-xt-OauY&e=>

From: Iva Moreus ivan.morenusXSA@testtestinc.com

Sent: Thursday, November 2121, 2024 1210:58 AM

To: Eric Ferrie eric.felIXSA@testtestinc.com

Cc: David Los David.LuiXSA@testtestinc.com

Subject: Report 1212 months

Hi Eric,

After our conversation, here is the 1212 month report for CoXXXst, NCS Uni In, Peacous, Sky and Telemondous.

I hid the non-relevant infoMRA-tion, but it's still there in case you still need it.

The data comes from the Apttus report: X/Report/0A4u00000USA/view

Iván Moreno de Toro

Product Marketing Specialist, SaaS Infrastructure

S: 1- 121 408 490-6477 / 1-121 888 673

S: 1-44 121252 555 450

I: 1-65 6542 0050

HK: 1-852 312184 0045

India: 1-9121 12120 498312199

Email: supportXSA@testtestinc.com

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB3C36.70D121312160]<http://www.Harmicinc.com/>

Harmicinc.com<http://www.Harmicinc.com/>

Av. Jean Claude Combaldieu, s/n, 03008 Alicante, Spain

[null]

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 3,3 KB, 121121/22/2024 00:08 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJY7ahpdW_iwHVAnshYUljA&id=121

image002.png 4,3 KB, 121121/22/2024 00:08 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyL6Pox_CGeFSnVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a32222121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2032222121.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: Report 1212 months

keywords: Apttus report, access, permission

generalized_request_summary: User requesting access to an Apttus report.

- it_ticket_number: IT-835

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX22249

request_details: |

Eric, thanks for using the help desk. You can check the status of your ticket 322249 at

X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=322249

[121121/22/2024 1216:4121 - Markuea]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dim-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[121121/22/2024 1216:39 - Eric Ferrie]

Hi.

Could some please give me access to the below "Invoices" tab in related tab?

X/Apttus_Config2__Order__c/a9LVv000000GnUbMAK/view?ws=%2Fflightning%2Fr%2FApttus_Billing__Invoice__c%2FaEMVv000005IFIkOAG%2Fview

[cid:image12170000ld8MXXAI.pngXSA@test0121DB3CCA.384AD41210]

Eric Ferrie

Director of Strategic Accounts

2590 Orchard Parkway

San Jose, CA 951213121

E eric.fellXSA@testtestinc.com<mailto:eric.fellXSA@testtestinc.com>

M 508-330-7255

[cid:image002.pngXSA@test0121DB3CCA.384AD41210]

www.Harmicinc.com<https://urldefense.proofpoint.com/v2/url?u=http-3A__www.Harmicinc.com_&d=DwMFAg&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=DQhkzn0CEWxrdO4yEhOxdD9YeOfpyYR4u6_jKsSNuJg&e=>

Facebook<https://urldefense.proofpoint.com/v2/url?u=https-3A__www.facebook.com_Harmicinc&d=DwMFAg&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=DJ9uBF5WwbOqM9iwHkc0QINcrIBlt884aiuaWKXo-QM&e=> |

LinkedIn<https://urldefense.proofpoint.com/v2/url?u=https-3A__www.linkedin.com_COMM_Harmicinc&d=DwMFAg&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=vpuD6ywm2QqDKYU121cM_y0yqVWeBDDu0abrMF2Vo5moY&e=> |

Twitter<https://urldefense.proofpoint.com/v2/url?u=https-3A__twitter.com_HarmicInc&d=DwMFAg&c=W8uilUydLnv1214aAum3Oieg&r=8GGp7xRPnEDQi7JU2nzTNlbSWFra2EmwwD_FX7-nJ4&m=F121EHstKhlwms4g121UfadAksmbBv7tDM-ILKZsRups28l&s=IQXVnR4jRePFBTm-0VWK0XBMF5uctS_eFSy-xt-OauY&e=>

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[null]

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image12170000ld8MXXAI.png 57,5 KB, 121121/22/2024 1216:39 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyl2u6lQqc bzt3VAnshYUljA&id=121

image002.png 4,3 KB, 12/11/2024 12:16:39 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLBpPw-j
A2PwHVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a322249%20Action%3aUpdate&body=
REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2032224
9.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce invoice access

keywords: Salesforce, invoice, access, tab, related tab

generalized_request_summary: User requesting access to "Invoices" tab in Salesforce related
tab.

- it_ticket_number: IT-837

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: Navanen as well as everyone having access to this Oppty can now
see emails activity.

request_details: |

Naveen is trying to view "Activity" in SFDC and gets an error message that says "emails are
not shared with you". Is this specific to Naveen or emails are not shared with anyone?

title: Viewing email activity

keywords: Email activity, SFDC, error message, access, sharing

generalized_request_summary: User unable to view email activity in SFDC due to sharing
error.

- it_ticket_number: IT-840
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: I updated Vidyut Khan accesses, she now has the same rights as Megnaha.
request_details: |
 Need access to more apps same as other CSAs like Meganasha for Vidut Khan
<ViidyutXSA@testtestinc.com> SFDC access .
 Currently he is only able to see Chatter and no no other apps.
 Thanks,
 Aruna
title: Need access to more apps same as other CSAs for Vidut Khan
<ViidyutXSA@testtestinc.com> SFDC access
keywords: SFDC access, apps, CSA, Chatter, permissions
generalized_request_summary: Grant user access to more Salesforce apps, similar to other CSAs.

- it_ticket_number: IT-841
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated the Reference Account on the provided Oppty.
request_details: |
 please change in the reference account field " Harmic internal" by "ANTI INTERNAL-LC"
title: change the reference account to Intigral
keywords: Reference account, field, update, Harmic internal, ANTI INTERNAL-LC
generalized_request_summary: Update "Reference Account" field to a new value.

- it_ticket_number: IT-843
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: In this case the primary quote does not have a line121 item with a 'ELA-VIDEO-APPLIANCE' related name so the Oppty does not fulfill any of the conditions.
request_details: |
Hello,

This Opportunity is for "Video Processing" and the Amount is above XXX.11X500K so it should have triggered a Deal Desk Approval but it didn't.

Could you please investigate why?
title: Opportunity should have triggered Deal Desk Approval
keywords: Opportunity, Deal Desk Approval, trigger, Video Processing, amount
generalized_request_summary: Opportunity meeting criteria did not trigger Deal Desk Approval; investigate why.

- it_ticket_number: IT-851
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Probable human error when cloning Oppties.
request_details: |
Hello,

We've noticed in recent Direct Opportunities the "End Customer" field is populated in the Opportunity, even though there is no Oracle End Customer in the Apttus Order.

At first, I thought it was the Sales user who populated this field by mistake so I created CPM-12122-8395 to resolve this but I see too many opportunities with this issue, from different Opportunity Owners.

Could you please check if there is some kind of existing logic in place auto-populating this field?

Thanks

title: End Customer field should not get populated in Direct Opportunity

keywords: End Customer field, Direct Opportunities, auto-populate, Oracle End Customer, Apttus Order

generalized_request_summary: "End Customer" field is incorrectly auto-populating in Direct Opportunities.

- it_ticket_number: IT-853

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: added the correct Call center

request_details: |

Please add Vidut Khan <ViidyutXSA@testtestinc.com> in SFDC TalkDesk lightning app.

Please give him access same as Meganasha.

Thanks,

Aruna

title: Please add Vidut Khan <ViidyutXSA@testtestinc.com> in SFDC TalkDesk lightning app

keywords: TalkDesk, Lightning app, SFDC, access, CSA

generalized_request_summary: Add user to SFDC TalkDesk Lightning app with same access as other CSAs.

- it_ticket_number: IT-854
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The child has been moved under the parent Account and all his Contacts have been reparented.
request_details: |
Hello,

This Child Account was created a few years ago and is not attached to any Parent Account. Could you please assign it to Parent Account WVEC AQ0000ld8MVAJ?
All potential Contacts should be moved to the Parent Account and Christ Yok should be the Account Owner.

Thanks
title: Attach Child Account to Parent Account WVEC
keywords: Child Account, Parent Account, attach, Contacts, reparent, Account Owner
generalized_request_summary: Attach a child account to a parent account and reparent all associated contacts.

- it_ticket_number: IT-855
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: should have the necessary rights to be able to create reports.
request_details: |
I would like to have a new report for the last 3 yeras that includes :
PPR number - demo gear are returned -Opportunity: Opportunity No.Opportunity: Account
Name: Account NameRecord TypeNew report
title: New report
keywords: Report, creation, PPR number, demo gear, Opportunity, Account Name, Record Type

generalized_request_summary: Create a new report including specific opportunity, account, and PPR details.

- it_ticket_number: IT-858

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: created HARM VOXS-EMEA-2025.

request_details: |

We have reached the storage limit in our account VOXS360-E-202 and we can't create benchmark. we need a new account VOXS360-E-202 -02 or expand the storage limit

we want to keep the account VOXS360-E-202 to record the benchmarks.

title: Expand the storage capability of the account VOXS360-E-202 or create a VOXS360-E-202-02

keywords: Storage limit, account, VOXS360, create new account, expand storage

generalized_request_summary: Expand storage capacity of account or create a new account due to storage limit.

- it_ticket_number: IT-859

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: added the correct permission
request_details: |
Einstein availability request
title: Einstein availability request
keywords: Einstein, availability, request, permission
generalized_request_summary: Grant necessary permissions for Einstein availability request.

- it_ticket_number: IT-861
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX22949
request_details: |
[121121/29/2024 1212:40 - Markuea]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact DIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[121121/29/2024 1212:32 - Sarh Streos]
Hi,
Please can the DAZN account in Salesforce be transferred to XSA@testClauoud
Gal<mailto:Cadia.GalXSA@testtestinc.com>
X/ X170000ld8MSjEluAAF/view
Thanks,
Sarah
[cid:image12170000ld8MXXAI.pngXSA@test0121DB4252.59A4121A80]
Sarh Streos
Sales and Business Development Director, S & IRE

M1- 44 0 7555 272 704

www.Harmicinc.com<http://www.Harmicinc.com/>

[null]

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image12170000ld8MXXAl.png 3,7 KB, 121121/29/2024 1212:32 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GylHWzyJ-U_S21
21vwzfXVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a322949%20Action%3aUpdate&body=
REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2032294
9.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce

keywords: Account transfer, DAZN account, Salesforce

generalized_request_summary: Transfer ownership of DAZN account in Salesforce to a new
user.

- it_ticket_number: IT-864

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: I reversed the Owner of every Oppty that was Booked and had the
Owner modified by Chritsa on the 121121/20/2024.

request_details: |

Hello,

Recently, Pawlowous changed the Account Owner of ETER MOIN Cab IN to himself.

Unfortunately, he chose to move also the ownership of previously booked opportunities for
this account to himself, which should not have happened.

Can you please move back all the booked Opportunities to their previous owners?
title: Change back account ownership of ETER MOIN Cab IN booked opps to original owners
keywords: Account Owner, opportunity ownership, booked opportunities, transfer
generalized_request_summary: Reverse incorrect transfer of booked opportunity ownership to previous owners.

- it_ticket_number: IT-870
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: Access given
request_details: |
Apttus report: X/Report/0A4u00000USA/view
title: Need access to reports.
keywords: Apttus report, access
generalized_request_summary: Grant access to specified Apttus report.

- it_ticket_number: IT-874
project_category: Salesforce
record_type: Bug
sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX24708

request_details: |

[12/03/2024 12:16 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dlm-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[12/03/2024 12:16:05 - Dar'ya Khaustova]

Hi It team,

Could you please provide access to SFDC to XSA@testCathe

Prious<mailto:Catine.PrigousXSA@testtestinc.com> and XSA@testAkash

Khan<mailto:Akash.KhanXSA@testtestinc.com>

They should have same rights as XSA@testAlexanus

Martin<mailto:Alexanus.MartinXSA@testtestinc.com>

Thanks,

Darya

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a324708%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20324708.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: SFDC access

keywords: SFDC access, user access, rights, permissions

generalized_request_summary: Grant Salesforce access to new users with specified permissions.

- it_ticket_number: IT-882

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

After TSB refresh , when login to TSB . it goes through Okta verification and then shows error
" An Internal server error has occurred" Error ID 57821214840 -12142403281217

Attached screenshot

Then I just refresh page and error goes and I am able to access TSB noMRA-ly. Please fix this error.

Thanks,

Aruna

title: TSB logging shows first error and after refreshing shows ok

keywords: TSB, login, Okta verification, Internal server error, refresh

generalized_request_summary: TSB login displays an internal server error after Okta verification, but resolves after page refresh.

- it_ticket_number: IT-883

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: recreated the missing Hub Device Licenses.

request_details: |

Please restore Hub Device License deleted by CPM-12122 previously. Detail in
<https://confluence.Harmicinc.com>, section "Batch 05-1212-2024"

title: Restore Hub Device License deleted by CPM-12122

keywords: Hub Device License, restore, deleted, CPM-12122

generalized_request_summary: Restore previously deleted Hub Device Licenses.

- it_ticket_number: IT-887

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX2490121

request_details: |

Karine, thanks for using the help desk. You can check the status of your ticket 32490121 at X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=32490121

[1212/06/2024 1210:35 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1212/06/2024 1210:33 - Karie Kerus]

Hi Support,

Today I can't launch the Hub/OneCare portal, I get this error:

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB47CA.2ACF34AQ0]

Can you please get it resolved?

Thanks,

Kind Regards,

Karine

Keraudy Karine

Senior Service Delivery Manager - EMEA Region

Mobile 1-33 0 662988630

Harmic TAC

supportXSA@testtestinc.com<mailto:Omneon.SupportXSA@testtestinc.com>;

S: 1-44 121252 555 450 | S: 1-121 408 490, 1-121 888 MPEG TWO 1-121 888 673 | I: 1-65

6542 0050

[null]

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X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzylJf5121X-001tFYxHVAnshYUljA&id=121

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mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a32490121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2032490121.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Access to OneCare Portal

keywords: Hub/OneCare portal, launch, error, access

generalized_request_summary: User unable to launch Hub/OneCare portal due to an error.

- it_ticket_number: IT-893

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Ran the batch to create renewal opportunity.

request_details: |

The renewal opportunity is not created for

COCO TS PXN, LT - PT91163

COCO TS PXN, LT - PT91162

Booked on SO 12103121320

Both contracts are linked, why isn't the renewal opportunity created?

title: Renewal opp not created, Breeze line121/Cogeco

keywords: Renewal opportunity, not created, contracts, linked, SO

generalized_request_summary: Renewal opportunity not created for specific linked contracts despite a batch run.

- it_ticket_number: IT-894
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Need to run the batch.
request_details: |
For agreements activated and linked between 1212/3/24 and 1212/5/24, the renewal opps were not created.

Is there a system problem?

COMP GIAL LD - TH7121A2

TONIA CEL NICAUS TA - TH7121X34

TEXLEM SALV DE CV - EXH71216084

TEXLEM SALV DE CV - EXH71216082

TEXLEM SALV DE CV - EXH71216083

VoD PROC COMM SARL - TX712184

VoD PROC COMM SARL - EXH71216069

ALRITY TECO BLUE - TS9121327

ALRITY TECO BLUE - US91216328

ALRITY TECO BLUE - US91216330

ALRITY TECO BLUE - US91216329

title: Renewal opps not created, agreements activated 1212/3/24 - 1212/5/24
keywords: Renewal opportunities, agreements, activated, linked, system problem, batch job
generalized_request_summary: Renewal opportunities not created for agreements activated within a specific date range, possibly a system problem.

- it_ticket_number: IT-896
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
I need to forward to partners leads coming from refresh campaigns
title: 2024 Refresh Campaign: Mediagrid - forward to a partner
keywords: Refresh campaign, leads, forward, partners, Mediagrid
generalized_request_summary: Forward leads from a specific refresh campaign to partners.

- it_ticket_number: IT-897
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX25307
request_details: |
[12/09/2024 09:51:21 - Niculus]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact DIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[12/09/2024 09:40 - Chont Yon]
Hi IT support,
Can you change the Account of this quote to TrinergyMedia, same as the opportunity?
Best Regards,
Yong

To add a note to this ticket, click here:
mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a325307%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20325307.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Q-121121012176603 - TrinergyMedia Account

keywords: Quote, Account, change, Opportunity, TrinergyMedia

generalized_request_summary: Change the account linked to a specific quote to match its opportunity.

- it_ticket_number: IT-898

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: I gave the users the right accesses to the DAME project.

request_details: |

DAME: User rights accesses for Video_APAC_S group

•Admin access

oYong Choon Fatt

oStepe Bard

•Contributors access

oBruce Le

oGautam

oVikas Subhas

title: DAME: User rights accesses for Video_APAC_S group

keywords: DAME, user rights, access, Video_APAC_S group, Admin, Contributors

generalized_request_summary: Grant specific users admin and contributor rights for the DAME project under Video_APAC_S group.

- it_ticket_number: IT-901
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
Hello,

According to Sales Ops Helus an Account Canous- Lux SAL was created in February, both in Oracle and SFDC see email attached but I can't find it in the database when I look for the 1218 Digit ID: 12170000ld8MXXAIVv000002DzVxIAK

Could you please check what happened and let me know how we can find this account?
title: Can't find Account Canous- Lux SAL
keywords: Account, missing, Oracle, SFDC, database, ID
generalized_request_summary: Investigate why a specific account created in Oracle and SFDC cannot be found in the database by ID.

- it_ticket_number: IT-902
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX25330
request_details: |
[1212/09/2024 1214:33 - Pieroue Bez]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[1212/09/2024 1214:27 - Marcou Leu]

Hi,

Please update the account linked to ahmed Ben in SFDC?

X/Contact/003Vv000ADv00012170000ld8MXXAIOC2gIAG/view need to be linked to account
X/ S170000l6mAAB/view

Thanks

Marcus

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a325330%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20325330.%20Do%20not%20include%20your%20signature.>

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: Change account linked to a contact in SFDC

keywords: Contact, account, link, update, SFDC

generalized_request_summary: Update the account linked to a specific contact in SFDC.

- it_ticket_number: IT-904
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Opportunities have been updated.
request_details: |

Hello,

This is a follow-up of IT-8773 as some opportunities didn't get updated.

Attached is the new report. The Owner SFDC Region and Owner SFDC Subregion fields that need to be updated are highlighted in yellow in columns N & O.

Please let me know if you have any question.

title: Follow-up of IT -8773: mass update Owner SFDC Region and Subregion

keywords: Owner SFDC Region, Owner SFDC Subregion, mass update, opportunities, follow-up

generalized_request_summary: Follow up on mass update of Owner SFDC Region and Subregion for opportunities.

- it_ticket_number: IT-905

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX25654

request_details: |

Alan, thanks for using the help desk. You can check the status of your ticket 325654 at <X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=325654>

[1212/09/2024 20:00 - Dougus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1212/09/2024 1219:34 - Aan Len]

Salesforce user "aan.lenXSA@testtestinc.com.hlitdev28" was just activated for me.

I am now trying to reset the password, but it is asking for the answer to a security question "In what city was your first job?"

How is there a security question for a new user?

How do I complete the reset process to setup my initial password?

To add a note to this ticket, click here:
mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a325654%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20325654.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce password reset

keywords: Salesforce, password reset, security question, new user, activation

generalized_request_summary: New Salesforce user encountering security question during password reset.

- it_ticket_number: IT-909
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
Cannot create quote in this opportunity.
Ahen attempting to create a quote here we see an alarm:

Attempt to de-reference a null object

An unexpected error has occurred. Your development organization has been notified.

title: Cannot create quote

keywords: Quote, create, opportunity, null object, error

generalized_request_summary: User unable to create a quote in an opportunity due to "Attempt to de-reference a null object" error.

- it_ticket_number: IT-910
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Requested to create a JIRA bug
request_details: |
Hello,

According to the VOXS Sales Demo Opportunity Record Type process described here:
<https://confluence360.Harmicinc.com/pages/viewpage.action>

it should be possible to Submit a VOXS Sales Demo Opportunity for Approval but the option does not appear here. And also the "Create Quote/Proposal" is available, when noMRA-ly it is not necessary to create a quote for such opportunities.

Could you please check what the issue is here?
title: VOXS Sales Demo opportunity Record Type is not behaving as expected
keywords: VOXS Sales Demo, Opportunity Record Type, approval, Create Quote/Proposal, Jira bug
generalized_request_summary: VOXS Sales Demo opportunity Record Type not behaving as expected (missing approval option, unnecessary quote creation option).

- it_ticket_number: IT-911
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Connected Hubspot Integration User
request_details: |
Hi Team,

The integration b/w HS and SFDC is not working. can you please resync it or make my email valid so that I may sync it to FSB or TSB.

Please take this into consideration as it's important that I'm able to continue testing.

Thanks a lot!

ChemuSALr

title: HS and SFDC sync broken

keywords: Hubspot, SFDC, integration, sync, broken, email validation, FSB, TSB

generalized_request_summary: Hubspot and Salesforce integration sync is broken, requires resync or email validation.

- it_ticket_number: IT-915

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: Opportunity Solution Type is controlled by Primary Product line121 field.It is changed by CPM-12122 team on Sep 4th, 2024. Restored the configuration as previous one.

request_details: |

Apex class OpportunityServices was changed due to CPM-12122-801216, user is not able to save any update due to an exception in trigger.

Hi Team,

The Opportunity Solution Type is blocked to modify to Streaming. Please help to fix it.

Opportunity No. X-0016712195121

X/Opportunity/006Vv000AadsaADv00000AIG8QIAV/view

Thank you, Noeliusa

title: SKY CT&I - Opportunity Solution Type blocked to modify

keywords: Opportunity Solution Type, blocked, modify, Streaming, Primary Product line, Apex class, trigger, bug

generalized_request_summary: Opportunity Solution Type is blocked from modification due to a bug in Apex class/trigger.

- it_ticket_number: IT-917

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: not a SFDC configuration problem

request_details: |

When new CSA Vidut Khan log in to talkdesk instance and then log in to Talkdesk CTI connector in SFDC, his status always show as Disconnected instead of "Connected" . I have attached his screenshot

Can you check possible reason? Is his all setting is same as other CSA Meghal?

title: New CSA Vidut Khan only shows as Disconnected in status in Talkdesk CTI connector after logging in

keywords: Talkdesk, CTI connector, SFDC, status, Disconnected, Connected, CSA

generalized_request_summary: New CSA's status in Talkdesk CTI connector in SFDC is always "Disconnected" after login.

- it_ticket_number: IT-919

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: human error

request_details: |

Hello,

Gilus Yunus noticed that some PPRs are created twice. For example:

PPR-34529/PPR-34530

PPR-34585/PPR-34586

PPR-33773/PPR-33774

Could you please check why this is happening?

title: PPRs are duplicated at creation

keywords: PPR, duplicate, creation, human error

generalized_request_summary: PPRs are being duplicated upon creation due to a human error.

- it_ticket_number: IT-922
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated the Oppties in CSV with the correct data
request_details: |
Mass Update - Update SAL Quote Generated By field not working? Is there a trick to getting this to work? I've tried using it multiple times and it never goes through.

File is a .csv with the 121st column being the Opportunity ID and 2nd column is the User ID.
title: Mass Update - Update SAL Quote Generated By field
keywords: Mass Update, SAL Quote Generated By, field, CSV, Opportunity ID, User ID
generalized_request_summary: Mass update of "SAL Quote Generated By" field is not working for opportunities.

- it_ticket_number: IT-925
project_category: Salesforce
record_type: General Support

sub_record_type: ""
resolution_or_root_cause: The two accounts have been merged, and the owners have been updated.

request_details: |
Hello,

This Prospect Account was created by mistake. It is in reality a duplicate of SUMO INDS IC 170000ld8MPU4FQAA121.

Could you please merge them together and keep SUMO INDS IC 170000ld8MPU4FQAA121 as main Account?

The Account owner should be Masa Kumar and can you please add Jim as Secondary Owner?

Thanks

title: Please merge prospect Account with SUMIT ELE INDS IC
keywords: Merge account, Prospect Account, duplicate, main account, owner, secondary owner
generalized_request_summary: Merge a prospect account with another and update ownership.

- it_ticket_number: IT-928
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: error resolved
request_details: |
Cannot change status to Best Case
title: Need to change status to Best case
keywords: Forecast, Best Case, status, change
generalized_request_summary: Cannot change opportunity status to "Best Case".

- it_ticket_number: IT-929
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: error resolved
request_details: |
 Cannot change status to Best Case
title: Need to change status to Best case
keywords: Forecast, Best Case, status, change
generalized_request_summary: Cannot change opportunity status to "Best Case".

- it_ticket_number: IT-930
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: error resolved
request_details: |
 Cannot change status to Best Case
title: Need to change status to Best case
keywords: Forecast, Best Case, status, change
generalized_request_summary: Cannot change opportunity status to "Best Case".

- it_ticket_number: IT-933
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: added this value on the status field.
request_details: |
 In OHD objects details, we would like the field of "Scrapped" to be added to the list of available fields under "Status".
title: Additional status field in OHD object
keywords: OHD object, status field, Scrapped, add field
generalized_request_summary: Add "Scrapped" value to the Status field in OHD object details.

- it_ticket_number: IT-934
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Status of the custom agreement is not getting changed to "Asset line121s created", hence the batch is not picking it.
request_details: |
Please generate the SAL Renewal opps for these contracts.

DA WESUS LT - TH712A335

PLUS TEPOS LT - US91216346

PLUS TEPOS LT - TS91A6345

INFOCUS PS- TH7121A121

INFOCUS PS- EXH71216390

PELE COUS LS- EXH71216363

Why aren't the Broadband SAL renewal opportunities being systematically created?
title: Renewal opp not created
keywords: SAL Renewal, opportunities, Broadband, custom agreement, Asset line created, batch
generalized_request_summary: Broadband SAL renewal opportunities are not being systematically created due to custom agreement status issue.

- it_ticket_number: IT-936
project_category: Salesforce
record_type: Bug
sub_record_type: ""

resolution_or_root_cause: Status of the custom agreement is not getting changed to "Asset line121s created", hence the batch is not picking it.

request_details: |

Renewal opps were not systematically created for these Sweeps/Custom Item # agreements.

Question - Will the renewal opportunities be created in a future batch job run? I'm asking because I will be closing as lost the opportunities, but if they will eventually be systematically created, I do want them created so I can update them proactively now.

But - if they will NEVER be created because of a problem in the system, there is no need to manually trigger whatever creates these.

Please let me know the situation occurring.

TEXLEM SALV DE CV - EXH71216349

TEXLEM SALV DE CV - EXH71216350

TEXLEM SALV DE CV - EXH71216366

VoD PROC COMM SARL - EXH71216347

VoD WEST GMBH - TH7121A09

VoD WEST GMBH - EXH7121631217

title: Renewal opp not created

keywords: Renewal opportunities, custom agreement, Sweeps, batch job, Asset line created

generalized_request_summary: Renewal opportunities for Sweeps/Custom Item agreements are not being systematically created.

- it_ticket_number: IT-937

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: CPM-12122-7492 deployed to prod as we couldn't test in lower orgs, that code has some glitch.

request_details: |

ERROR when I tried to change 'Opportunity Solution Type' to: Support Cab

Please review and advise.

title: ERROR / Opp Solution Type update

keywords: Opportunity Solution Type, error, update, Support Cab, CPM-12122-7492, bug

generalized_request_summary: Error when trying to update "Opportunity Solution Type" field to "Support Cab".

- it_ticket_number: IT-938
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Issue on SAP side, fixed by Anan.
request_details: |
Linking was not done for these agreements.

Created on 12/12/24, so these are recent

Why isn't linking working?

TEXLE2 SALV BA LT - EXH71216438

VoD PROC COMM SARL - EXH71212724

VoD PROC COMM SARL - EXH712161219121

VoD PROC COMM SARL - EXH71216325

VoD PROC COMM SARL - EXH71216269

VoD PROC COMM SARL - EXH71216266

VoD PROC COMM SARL - EXH71216268

VoD PROC COMM SARL - EXH7121625121

VoD PROC COMM SARL - EXH71216252

VoD PROC COMM SARL - EXH71216270

VoD PROC COMM SARL - EXH71216249

VoD PROC COMM SARL - EXH71216267

VoD PROC COMM SARL - EXH71216250

VoD PROC COMM SARL - EXH71216253

title: LINKING not done

keywords: Linking, agreements, SAP, integration, recent, bug

generalized_request_summary: Automatic linking of agreements is not working, despite being recent, due to SAP issue.

- it_ticket_number: IT-943

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: new field was requested in CPM-12122-8220.

request_details: |

There is a new field in Opportunities called "San Jose Staging Required". I would like to understand if this is a Required field and when it is required. Any info on who requested this new field would be helpful as well. Thanks.

title: Info on new field in Opportunity

keywords: Opportunity, new field, San Jose Staging Required, required field, information

generalized_request_summary: Requesting information on new "San Jose Staging Required" field in Opportunities.

- it_ticket_number: IT-946
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
I need to move this ops to January but can't please make it a direct quote and change the account as a direct customer, not reseller, when i do it it doesn't work. Thanks
title: Need to move this opportunity
keywords: Opportunity, move, January, direct quote, direct customer, reseller
generalized_request_summary: User unable to move opportunity and change its associated account/quote type.

- it_ticket_number: IT-949
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Oppty deleted
request_details: |
Hello, can you close this opp ?
title: Closing the opp
keywords: Opportunity, close, delete
generalized_request_summary: Request to close an opportunity.

- it_ticket_number: IT-951
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User already have the rights
request_details: |

Would you please create a new SFDC report that retrieve Saas opportunitites of current quarter? The report shows the following columns in report: Columns needed: Account name ; opportunity name; Opportunity Owner; Owner Region; Owner Sub Region; Opportunity No; New or Renewal; Primary Product line121; Amount; Monthly Commitment; Forecast Category; PO Expected/Close Date; Req 121st Ship or Go Live Date SaaS; Quote Number; Sales Order No; Expected Start Date; Expected End Date

In Filter section, by default only product line121 of VOXS360/VOXS cluster are chosen. PO Expected/Close Date to be added also in filter section in order to change the period selected.

Expected Start/End Date are dates from Quote. please let me know if a quick call is easier.

Thank you so much.

title: New report for Saas opportunities

keywords: Report, creation, SaaS opportunities, current quarter, columns, filters

generalized_request_summary: Create a new SFDC report for SaaS opportunities with specific columns and filters.

- it_ticket_number: IT-953
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: This is duplicate of IT-8928
request_details: |
ERROR when I hit SAVE after adding a 'comment'.

Is there a permissions issue going on?
title: CANNOT SAVE RECORD - error
keywords: SAVE, error, comment, permissions issue, record
generalized_request_summary: User unable to save record due to an error after adding a comment, suspecting permissions issue.

- it_ticket_number: IT-957
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX2949121
request_details: |
Laurust, thanks for using the help desk. You can check the status of your ticket 32949121 at <X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=32949121>
[1212/1218/2024 1210:55 - Ran Aba]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[1212/1218/2024 1210:47 - Laurusie]
Hello,
I would like to have access to SFDC cases as it was the case before for Julius Lin who has left the COMM or Jou. It helps to investigate Field Issues.

Thanks.
Laurust.

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a32949121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2032949121.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Accès au cases dans SFDC

keywords: SFDC, cases, access, Field Issues

generalized_request_summary: User requesting access to SFDC cases for investigating field issues.

- it_ticket_number: IT-964

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: The Sandbox dev28 has been refreshed, and you have been granted System Administrators profiles.

request_details: |

Please refresh sandbox dev28 and assign admin to Kevin Cheung and Oscar Tang

title: Refresh Sandbox dev28

keywords: Sandbox, refresh, admin, assign

generalized_request_summary: Request to refresh Sandbox dev28 and assign admin profiles to specific users.

- it_ticket_number: IT-965

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX29595

request_details: |

Ivan, thanks for using the help desk. You can check the status of your ticket 329595 at

X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=329595

[1212/1218/2024 20:45 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[1212/1218/2024 20:4121 - Ivanus Tod]

Hello Support,

May I have access to SFDC reports? Here's a link I do not have permission for, but is needed to execute my resPONCSsibilities.

X

Regards,

Ivan

Ivanus Tod

Sr. Product Manager, Back Office & Infrastructure

M: 1- 121 778 987 6083

6060 Silver Drive, Burnaby BC V5H 0H5 Canada

Harmicinc.com<http://www.Harmicinc.com/>

[cid:image12170000ld8MXXAI.pngXSA@test0121DB51214121.7CA9D2AQ0]

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 121121,4 KB, 1212/1218/2024 20:4121 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyJkFrE-qp3aw3VAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a329595%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20329595.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Access to SFDC Reports

keywords: SFDC reports, access, permissions

generalized_request_summary: User requesting access to Salesforce reports due to permission issues.

- it_ticket_number: IT-972
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated the account record type to EndCustomer.
request_details: |
this is an internal Harmic account. please validate this account because we are blocked.
title: change type: prospect-validation pending
keywords: Account, internal, validate, blocked, record type, EndCustomer
generalized_request_summary: Validate an internal account that is blocking operations.

- it_ticket_number: IT-973
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: User never provided input
request_details: |
Please create and provide the Consolidated Download File report for NXM 9.121121.0 GA in SFDC as soon as possible

NXM: NXM 9.121121.0.0.23 <http://hivy/artifactory/ivy-repos/Harmic/NXM/9.121121.x.0/>
PSX/Docker: 4.4.121.0.1215 <http://hil-ivy.Harmicinc.com/epos/Harmic>
Proview 7K: 4.4.0.0.5 \globemaster\R&D_releases\Release_GA_LA\PVR 7000\Release 4.4.0 GA
Proview 8K: 121.6.6.0.1218121 \globemaster\R&D_releases\Release_GA_LA\PVR 8000\Release 121.6.6.0.1218121 GA
Proview 8121051-: 121.7.2.0.12168 \globemaster\R&D_releases\Release_GA_LA\PVR 8000\Release 121.7.2 LA for 8121051-
ElectraX/XVM: 121.23.121.0.92 <http://hivy/artifactory/ivy-repos/Harmic/ACPIImage/>
XOES Electra & Packager: 121.26.0.0.38
http://hivy/artifactory/ivy-repos/Harmic/VOXS_flex_image/
VOXS_bundle: 121.26.0.0.064
XOES RPM: VOXS_flex_rpm: 121.26.0.0.38
http://hivy/artifactory/ivy-repos/Harmic/VOXS_flex_rpm/121.26.x.0/121.26.0.0.7/
XOES FULL OTA Build: LA for specific XOES IRD customers only:
http://hivy/artifactory/ivy-repos/Harmic/VOXS_flex_image_ext/trunk/121.0.0.0-eng.365/
HIM for XOES RPM: him_deploy-121.20.121.0.58
<https://hcde360.Harmicinc.com/view/NGD58/>
NodeLock License manager: 5.0.0 <https://Harmicinc.app.box.com>
title: Consolidated Download File report for NXM 9.10.0 GA in SFDC
keywords: Report creation, Consolidated Download File, NXM, GA

generalized_request_summary: Create a Consolidated Download File report for NXM 9.10.0 GA in SFDC.

- it_ticket_number: IT-974
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: made you the owner of this account.
request_details: |
Please make me the ACCOUNT OWNER of Delous IN. with the DOT.
title: Change of Account Ownership
keywords: Account Owner, ownership change
generalized_request_summary: Change account ownership to the requesting user.

- it_ticket_number: IT-976
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Update flow to take into account Cancelled allocations
request_details: |
PPR-3269121
X/PreSales_Resource_Request__c/aBSVv000012170000ld8MXXAIAjhOAE/view
title: PPR.Demo gears field automated update - one negative case PPR-3269121
keywords: PPR, Demo gears, automated update, flow, cancelled allocations
generalized_request_summary: PPR demo gears field automated update not working due to flow not accounting for cancelled allocations.

- it_ticket_number: IT-992
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General Support
request_details: |
A string of errors shows up when move the opportunity to close-booked
title: OPPORTUNITY NOT ABLE TO CLOSE-BOOKED
keywords: Opportunity, close-booked, error
generalized_request_summary: Opportunity cannot be moved to close-booked status due to errors.

- it_ticket_number: IT-993
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General Support
request_details: |
Sales tried to edit on the dates to change the expected PO date and Req first SaaS date to change its forecast month, nothing can be saved as the error message said "Reseller Account type can only be created with Reseller Account". I had checked in Oracle, it is set as Reseller. The same that it is showing in SFDC account. Kindly check and assist
title: NOTHING CAN BE EDITED ON THE OPPORTUNITY TO BE SAVED
keywords: Opportunity, edit, save, PO date, SaaS date, forecast month, Reseller Account, error
generalized_request_summary: User unable to save edits on opportunity due to "Reseller Account type can only be created with Reseller Account" error.

- it_ticket_number: IT-996
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Not a bug.

request_details: |

Renewal opps not created for these agreements.

Agreement Activated date: 1212/3/24 - 1212/5/24.

All are linked

TEXLEM SALV DE CV - EXH71215669

TEXLE2 SALV BA LT - EXH7121612182

COMP GIAL LD - EXH71215854

COMP GIAL LD - EXH71216205

TEXLEM SALV DE CV - EXH71215667

title: Renewal opp not created

keywords: Renewal opportunities, agreements, not created, linked

generalized_request_summary: Renewal opportunities are not being created for specific linked agreements.

- it_ticket_number: IT-1008

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General support

request_details: |

SEE EMAIL ATTACHMENT FOR HISTORY AND SCREENSHOTS, SO 121029226

title: ERROR MESSAGE TRYING TO CREATE NEW DE-BOOKING OPPORTUNITY

keywords: De-booking opportunity, create, error message, SO

generalized_request_summary: Error message received when trying to create a new de-booking opportunity.

- it_ticket_number: IT-1023
project_category: Salesforce
record_type: General Support
sub_record_type: ""

resolution_or_root_cause: updated the possible length of the field to 7 digits.

request_details: |

Hey Alexanus! Happy New Year! I am trying to send a completion email under FA-2121843 for GCI. The quantity ordered is 2,289,726. I am trying to close this full amount and it looks like the quantity to be delivered field only allows for 6 characters up to 999,999. I need 7. This notice needs to go out asap. Can this be corrected to allow for 7 character. First time I've ever seen a quantity so large and engineers probably didn't expect that we would ever need this.

title: Quantity to be delivered field in a field activity only allows for 6 characters

keywords: Quantity to be delivered, field activity, character limit, email, FA

generalized_request_summary: "Quantity to be delivered" field in field activity has insufficient character limit for large quantities.

- it_ticket_number: IT-1028
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX33869
request_details: |

[0121/06/2025 08:1213 - Morganus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[0121/06/2025 07:39 - Jim]

Hi Team,

Could you please enable the SFDC account for JAPAN new on board Sales director?

He did not have Opps and Sales tools in SFDC.

Thanks,

Jim

Jim

Sr. Sales Director, Cab Access, APAC

M 1-886 932058367

[???? ??, ???? ??? ???????]

<image12170000ld8MXXAI[54].png>

ATTACHMENTS

image12170000ld8MXXAI[54].png 9,8 KB, 0121/06/2025 07:39 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GylHWzyltoDNCf
ghyz3VAnshYUIjA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a333869%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20333869.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: SFDC

keywords: SFDC account, enable, Sales director, Opps, Sales tools

generalized_request_summary: Enable SFDC account and grant access to opportunities and sales tools for a new Sales Director.

- it_ticket_number: IT-1029

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: updated all the data provided in the excel file.

request_details: |

Hello Alex, would you please update those 3rd party product infoMRA-tion for those serials. Just fields identified in yellow from column S to AG

Thank you

Marcus

title: HPE 3rd party Product Info tab update

keywords: 3rd party product, update, serials, HPE, data upload
generalized_request_summary: Update 3rd party product information for specific serials in Salesforce.

- it_ticket_number: IT-1031
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX3391213
request_details: |
[0121/06/2025 1214:39 - Nicolus]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[0121/06/2025 1214:25 - Francois Xavier Guyot]
Hi,
Patrik has left the COMM, and I am trying to approve the request below, but I am getting an error message:
After clicking on approve in this page:
[cid:image12170000ld8MXXAI.pngXSA@test0121DB6046.B381213C1210]
I am getting this message:
[cid:image002.pngXSA@test0121DB6046.B381213C1210]
Can you please fix it and let me approve it?
Thanks,
FX
-----Original Message-----
From: Guillaus guillaumusXSA@testtestinc.com
Sent: Monday, December 23, 2024 9:1215 AM
To: Frcoius Guyot FrancoiusXSA@testtestinc.com
Subject: New DSL for Deal Desk Review submission for review: DSL-03859 DSL name :
OSN SSAI opportunity Delegate Approval for Patriek
Hello,

A Deal Support Request for Deal Desk Review has been submitted for review by Guillaus.

This request needs your approval. Please review and approve or reject it. The Requester will automatically be notified of your decision.

For more details, and accept or reject the DSL request, click on the link below to open the record in Salesforce :

Xv2/r0121/___https://Harmic.my.salesforce.com/X5sVv000002tA___YXAzOmhhcm121vbGljY24jOmE6bzozYTA121ZDdkYWUxZDc0MGFjNzk3ZDE0MTcxNjdiYTE0YTo3OmFkZjY6YTUyZGNINzY5ZDIkYWU4YjJiMDAzMmQ4OTQ121NzZjNDZiYzQ2ZjhjNzBkNDM3YzNINmIwYTY2YjAwMjRkZGMzMdpwOIQ6Tg<

Xv2/___https://Harmic.my.salesforce.com/X5sVv000002tA___YXAzOmhhcm121vbGljY24jOmE6bzozYTA121ZDdkYWUxZDc0MGFjNzk3ZDE0MTcxNjdiYTE0YTo3OmFkZjY6YTUyZGNINzY5ZDIkYWU4YjJiMDAzMmQ4OTQ121NzZjNDZiYzQ2ZjhjNzBkNDM3YzNINmIwYTY2YjAwMjRkZGMzMdpwOIQ6Tg>

[null]

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 29,4 KB, 0121/06/2025 1214:25 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKEpGfrxEy52nVAnshYUljA&id=121

image002.png 20,121 KB, 0121/06/2025 1214:25 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyldTbInFRbXMHVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a33391213%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2033391213.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FW: New DSL for Deal Desk Review submission for...

keywords: DSL, approval, error message, inactive user, Deal Desk Review

generalized_request_summary: User unable to approve DSL request due to an error message, possibly related to inactive user in approval flow.

- it_ticket_number: IT-1041
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The two Accounts have been merged, keeping ESuHASA 100ld8MVbc6 as main Account.
request_details: |
Hello,

This Account 1210000ld8MXXAI0ad is in fact a duplicate of ESuHASA 100ld8MVbc6.
Could you please merge the two Accounts and keep ESuHASA 100ld8MVbc6 as main Account?

Thanks
Emilus
title: Please merge this account with ESuHASA
keywords: Account merge, duplicate account, main account
generalized_request_summary: Merge a duplicate account with a specified main account.

- it_ticket_number: IT-1042
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The field has been added to the record type.
request_details: |
Hello,

Could you please add the field "Owner SFDC Region" to the Report Type: Install Products with Install Agreement & Cust Agr?

This field is in the Opportunity object.
The one we want is the one in the "Current Opportunity" of the Custom Agreement.

Please let me know if this is not clear enough.

title: Please add Owner SFDC Region field to Install Products with Install Agreement & Cust Agr Report Type

keywords: Owner SFDC Region, field, Report Type, Install Products with Install Agreement & Cust Agr, add field

generalized_request_summary: Add "Owner SFDC Region" field to a specific report type.

- it_ticket_number: IT-1046

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: User never provided input

request_details: |

In OHD objects details, we would like add a free-text field by the name "Device Notes". It should be editable by Myself and everyone reporting to me, NAM pre-sales team.

title: Additional notes field in OHD form for NAM

keywords: OHD objects, Device Notes, free-text field, editable, NAM pre-sales team

generalized_request_summary: Add an editable "Device Notes" free-text field to OHD object details.

- it_ticket_number: IT-1051

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Connect with Oracle Team on account type update on the Account Object.

request_details: |

Hello,

Account Ad InSION PlatSARL is a Reseller Account Type in Oracle but it appears as End Customer in SFDC.

Sales Ops tried to update the details in Oracle but the synch has never worked.

Could you please edit it manually to make it a Reseller Account?

Thanks

title: Account Ad InSION PlatSARL

keywords: Account type, Reseller, End Customer, Oracle, SFDC, sync, manual edit

generalized_request_summary: Account type mismatch between Oracle (Reseller) and SFDC (End Customer), requires manual edit and Oracle team connection.

- it_ticket_number: IT-1052

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX34473

request_details: |

Eric, thanks for using the help desk. You can check the status of your ticket 334473 at

<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=334473>

[0121/09/2025 1217:121121 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact DIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[0121/09/2025 1217:02 - Eric]

Hello,

I have issues with permissions within Salesforce. I am unable to view the section with the Quote files. This is usually an excel file attachment.

Please have my permissions mirror another user in my department who has the required permissions such as Rhodes .

Thank you,

Eric

Cab Access LIFT Project Manager

Lab Integrations and Field Trials

Mobile: 31214-874-3576

Email: eric.strXSA@testtestinc.com<mailto:eric.strXSA@testtestinc.com>;

Technical Support

DLBBTACTIER121XSA@testtestinc.com<mailto:DLBBTACTIER121XSA@testtestinc.com>;

For Cab OS support: 1-121 833 81217-7030

[cid:image12170000ld8MXXAI.pngXSA@test0121DB627D.9D4D3B40]

[null]

ATTACHMENTS

image12170000ld8MXXAI.png 8,6 KB, 0121/09/2025 1217:02 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLx0JUcBN5V03VAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a334473%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20334473.%20Do%20not%20include%20your%20signature.>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce permissions

keywords: Permissions, Salesforce, Quote files, access, Excel attachment

generalized_request_summary: User unable to view Quote files (Excel attachments) in Salesforce due to permission issues.

- it_ticket_number: IT-1054
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Explanation of Non-Standard Terms field is empty on the
Paramount CDN Distribution Project Opportunity.
request_details: |
I can't open a VOXS360 Sales Demo for the attached opportunity. I continue to receive error
messages and can't tie to an Account Location. I need to submit a demo request ASAP, so your
immediate attention would be greatly appreciated.
title: Paramount Global CDN Distribution VOXS Demo
keywords: VOXS360 Sales Demo, open, opportunity, error messages, Account Location,
submit
generalized_request_summary: Unable to open VOXS360 Sales Demo for an opportunity due
to errors and inability to tie to Account Location.

- it_ticket_number: IT-1055
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Must be changed in Oracle
request_details: |
I would like Boading CEN EPOPE INTERNAL 170000ld8MDvMOyAAN to be changed from
Type = Customer to Type = Reseller so that we can add an end customer for some orders
title: Could you please change Boading CEN EPOPE INTERNAL from Customer to Reseller
keywords: Account type, Customer, Reseller, Oracle, change
generalized_request_summary: Change account type from Customer to Reseller (requires
Oracle update).

- it_ticket_number: IT-1058

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: not really sure what is the root cause of the issue here

request_details: |

Mass Update - Update SAL Quote Generated By field not working for me. I submitted 2 separate mass updates yesterday and neither went through. Is there a trick to getting this to work? I've tried using it multiple times and it never goes through.

File is a .csv with the 121st column being the Opportunity ID and 2nd column is the User ID mine.

Please update the the opportunities for both attached files, Feb & Marciush.

title: Mass Update - Update SAL Quote Generated By Field

keywords: Mass Update, SAL Quote Generated By, field, not working, CSV, Opportunity ID, User ID

generalized_request_summary: Mass Update of "SAL Quote Generated By" field is not working for opportunities.

- it_ticket_number: IT-1062

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX34628

request_details: |

James, thanks for using the help desk. You can check the status of your ticket 334628 at [X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=334628](https://x/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=334628)

[0121/1213/2025 1216:4121 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[0121/1213/2025 1216:35 - James]

The following FIRE Report X/Report/00O0g000005wt1216EAA/view does not display FIRE-0368. It used to but no anymore. Can you let me know why or fix it?

James

Program Management - R&D

M 1- 121 31212 607 6536

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB659E.6C98C12130]<http://www.Harmicin
c.com/>

Harmicinc.com<http://www.Harmicinc.com/>

2590 Orchard Parkway, San Jose, CA 951213121

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 54,3 KB, 0121/1213/2025 1216:35 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKWd09o
2N5NE3VAnshYUIjA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a334628%20Action%3aUpdate&body=
REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2033462
8.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: FIRE-0368 is not displayed in a FIRE Report

keywords: FIRE Report, display, missing, FIRE-0368

generalized_request_summary: "FIRE-0368" is no longer displayed in a specific FIRE Report.

- it_ticket_number: IT-1063
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX34627
request_details: |

James, thanks for using the help desk. You can check the status of your ticket 334627 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=334627>

[0121/1213/2025 1216:4121 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[0121/1213/2025 1216:34 - James]

Can you provide me permissions to access the following report?

/lightning/o/FIRE__c/list?filterName=FIRE_Scl

I was speaking with Stephanous who showed me this report and I need access so I can send my report to Finance every quarter.

Thanks

James

Program Management - R&D

M 1- 121 31212 607 6536

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB659E.2E57412130]<http://www.Harmicin
c.com/>

Harmicinc.com<http://www.Harmicinc.com/>

2590 Orchard Parkway, San Jose, CA 951213121

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 54,3 KB, 0121/1213/2025 1216:34 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKQk44o0x7sGXVAnshYUljA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a334627%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20334627.%20Do%20not%20include%20your%20signature>

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: Access to a FIRE Report

keywords: FIRE Report, access, permissions, Finance

generalized_request_summary: User requesting permissions to access a specific FIRE Report for quarterly finance submissions.

- it_ticket_number: IT-1065

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General support

request_details: |

The following FIRE Report X/Report/00O0g000005wt1216EAA/view does not display FIRE-0368. It used to but no anymore. Can you let me know why or fix it?

title: FIRE-0368 not displayed in FIRE Report

keywords: FIRE Report, display, missing, FIRE-0368

generalized_request_summary: "FIRE-0368" is no longer displayed in a specific FIRE Report.

- it_ticket_number: IT-1071

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX3464121

request_details: |

[0121/1214/2025 121121:38 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[0121/1213/2025 22:49 - Trisha]

Hello can someone please send me the link for the homepage?

Thanks

From: ITSupport ITSupportXSA@testtestinc.com

Sent: Monday, January 1213, 2025 121:43 PM

To: Trisha TrishaXSA@testtestinc.com

Subject: Ticket 33464121 Closed --> RE: Access Issue: XSA@testIT

Support<mailto:ITSupportXSA@test...

[null]

[0121/1213/2025 22:43 - Dougulus]

Hi Trisha, I think Archana is referring to: Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

[0121/1213/2025 22:39 - Trisha]

XSA@testIT Support<mailto:ITSupportXSA@testtestinc.com>; can you please help below?

From: Archanus ArchanusXSA@testtestinc.com

Sent: Monday, January 1213, 2025 121:32 PM

To: Trisha TrishaXSA@testtestinc.com; DL CPM-12122Team

dIM-12122teamXSA@testtestinc.com

Subject: RE: Access Issue

Hi Trisha,

Could you please create an IT Request for the same.

Regards,

Archita K

From: Trisha <TrishaXSA@testtestinc.com>;mailto:TrishaXSA@testtestinc.com>;>

Sent: Monday, January 1213, 2025 4:03 PM

To: DL CPM-12122Team

<mailto:dIM-12122teamXSA@testtestinc.com>;mailto:dIM-12122teamXSA@testtestinc.com>;>

Subject: Access Issue

Importance: High

Hi - I couldn't access this report.

Can somebody please look into this asap?

X/Report/0004u000006ArcWEAS/view?queryScope=userFolders

[cid:image12170000ld8MXXAI.pngXSA@test0121DB65C0.843A6FAQ0]

Thank you,

Trisha

Financial Analyst

Harmic, Inc. | 6060 Silver Drive | Burnaby, BC, V5H 2Y3

email: TrishaXSA@testtestinc.com<<mailto:TrishaXSA@testtestinc.com>>

www.Harmicinc.com<<http://www.Harmicinc.com>>

[null]

ATTACHMENTS

~WRD3284.jpg 823 bytes, 0121/1213/2025 22:49 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyIVvWjH9N6IGnVAnshYUIjA&id=121

image12170000ld8MXXAI.png 20,8 KB, 0121/1213/2025 22:39 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLSYvN83udKN3VAnshYUIjA&id=121

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a33464121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2033464121.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: RE: Access Issue

keywords: Access, report, homepage link, SFDC

generalized_request_summary: User cannot access a report and is requesting a link to the homepage.

- it_ticket_number: IT-1073
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Original Oppty # is not populated, so flow isn't triggering any update
request_details: |
Hello,

It seems the attribution of Owner SFDC Region and Subregion didn't work for the following Debooking Opportunities:

X-00169312146

X-0016812141210

X-001685775

X-001685776

X-001685774

X-00168870121

X-001688699

From what I can see, all those Debookings were created against original Opportunities that did have a Owner SFDC Region/Subregion so I believe th workflow should have worked.

Could you please check what happened ?

title: Owner SFDC Region/Subregion assignment didn't work for some Debookings
keywords: Owner SFDC Region, Owner SFDC Subregion, Debooking Opportunities,
attribution, flow, Original Oppty
generalized_request_summary: "Owner SFDC Region/Subregion" assignment failed for some Debooking Opportunities due to missing Original Opportunity ID.

- it_ticket_number: IT-1076
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Answer provided
request_details: |
 System not providing option for proper Account Location.
 I had to use an older/non relevant Account Location for this VOXS Sales Demo.
title: Paramount CDN Distribution Cluster
keywords: Account Location, VOXS Sales Demo, system, option, non-relevant
generalized_request_summary: System not providing correct Account Location option for
VOXS Sales Demo, requiring use of non-relevant one.

- it_ticket_number: IT-1078
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: Bug
request_details: |
 Don't have option to submit for approval

title: Need ability to submit this Paramount CDN Distribution Cluster to be approved
keywords: Submit for approval, Paramount CDN Distribution Cluster, missing option
generalized_request_summary: User unable to submit "Paramount CDN Distribution Cluster"
for approval as the option is missing.

- it_ticket_number: IT-1079
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: resolved the issue
request_details: |
Hello,

There seems to be a bug at Debooking Opportunity creation. It now requests for "Explanation for non-standard terms" to be populated.

I imagine this is linked to the release of CPM-12122-8282.

Thanks

title: Bug with Debooking Opportunity creation
keywords: Debooking Opportunity, creation, bug, "Explanation for non-standard terms",
CPM-12122-8282
generalized_request_summary: Bug occurring during Debooking Opportunity creation,
requiring "Explanation for non-standard terms" field.

- it_ticket_number: IT-1080
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The accounts have been merged, keeping 100ld8MCsQ as the main one.
request_details: |
Hello,

This account is in fact a duplicate of GROPE CAB 1 100ld8MCsQ.

Could you please merge the accounts together and keep CANAL 1- SA 100ld8MCsQ as main account after checking with HUB if it's ok?

The Account owner should be Julius

title: Please merge this account with Groupe Canal1- SA

keywords: Merge accounts, duplicate account, main account, HUB, Account owner

generalized_request_summary: Merge a duplicate account with a specified main account, after HUB confirmation, and set the owner.

- it_ticket_number: IT-1081
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General Support - Data Update
request_details: |
Change Cab OS CSM to: Robert
title: Change CabOS CSM to: Robert
keywords: Cab OS CSM, change, update
generalized_request_summary: Change Cab OS CSM to a specific user.

- it_ticket_number: IT-1088
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
 Unable to finalize the account creation. Have error message.
title: Unable to finalize the account creation
keywords: Account creation, finalize, error message
generalized_request_summary: User unable to finalize account creation due to error message.

- it_ticket_number: IT-1091
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Deleted record
request_details: |
 Please delete POS-RAFT-GAP-S-2X4G2-T from SFDC production 1- the record
QP-26362442
title: Remove records
keywords: Delete record, SFDC production, POS-RAFT-GAP-S-2X4G2-T, QP-26362442
generalized_request_summary: Delete specific records from SFDC production.

- it_ticket_number: IT-1092
project_category: Salesforce

record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Grant "Contact Survey - NPS" permission to CSM
request_details: |

I have spoken with Wane Dous about this topic and he suggested we open IT request. CSM group has an initiative to send NPS surveys to customer contacts. When sending this initially we ran into an error without much description. UPONCS investigation, Wane Dous discovered I did not have the permissions to send NPS survey. If you can please grant permission to the following contacts below. Thank you.

andreXSA@testtestinc.com, aidan.hoXSA@testtestinc.com,
chris.glynnXSA@testtestinc.com, Christ.langlaisXSA@testtestinc.com,
david.dekleXSA@testtestinc.com, fabricio.santanaXSA@testtestinc.com,
gabriel.devaraxXSA@testtestinc.com, hamza.khodoorXSA@testtestinc.com,
lars.lordXSA@testtestinc.com, laura.espinXSA@testtestinc.com,
mario.dagostinXSA@testtestinc.com, miquel.pochXSA@testtestinc.com,
neil.kellyXSA@testtestinc.com, nick.turanoXSA@testtestinc.com,
stephen.hiltonXSA@testtestinc.com, terry.russellXSA@testtestinc.com

title: Allow Permissions for CSM to send NPS surveys

keywords: Permissions, CSM, NPS surveys, send, Contact Survey, error

generalized_request_summary: Grant CSMs permission to send NPS surveys to customer contacts.

- it_ticket_number: IT-1094
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Assigned Robert to both Accounts
request_details: |

Pls Add CabOS CSM Field Name to the next accounts - Originally reports on
CPM-12122-791216 MAHIM COMPUS

X/ X12170000ld8MXXAI4u0012170000ld8MXXAIvPJgsAAG/view
NORTHWESTEL INC

X/ X12170000ld8MXXAI4u000027hxHVAAY/view

title: Add CabOS CSM Field Name to the next accounts - Originally reports on
CPM-12122-791216

keywords: CabOS CSM, field, add, accounts, CPM-12122-791216

generalized_request_summary: Add CabOS CSM field to specified accounts.

- it_ticket_number: IT-1100

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: "Oracle Customer Number" not null

request_details: |

Hello, I created this report:

X/Report/00OVv00012170000ld8MXXAIp6lvMAI/view?queryScope=userFolders

I need to add filters to say I only want Accounts to whom we've already sold ie have quantities either in "Orders Oracle Account Name" or "Oracle End Customer" but those fields are not available in this report type.

Is there a report type that would have those info, in addition to the ones I have already used?

Or could you please amend one to fit those requirements?

Thanks

title: help with report

keywords: Report, filters, Accounts, Orders Oracle Account Name, Oracle End Customer,
report type

generalized_request_summary: User needs help with a report to filter accounts based on sales history, but required fields are missing from report type.

- it_ticket_number: IT-1103

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: End Customer field filter not passing

request_details: |

Hi this is the first time that this happened so I am not sure what the issue is. When we try to click on request for engineering support, it says that it's unable to do so due to the end customer field. Please take a look at this opportunity:

[X/Opportunity/006Vv000AadsaADv00000B7EJIA3/view](#)

title: Issue Clicking on Request for Engineering due to End Customer

keywords: Request for Engineering support, End Customer field, filter, opportunity

generalized_request_summary: Unable to click "Request for Engineering Support" due to an issue with the End Customer field.

- it_ticket_number: IT-1104
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
Hi CPM-12122 team,

Need this info > Does Harmic salesforce license includes license for creating knowledgebase articles.

We are checking the possibility to create KB articles and storing KB articles in Salesforce for our support so they can easily access for internal use or for sharing with our customer via their cases as attachment.

Thanks,

Aruna

title: SFDC license for creating knowledgebase articles
keywords: Salesforce license, knowledgebase articles, KB articles, creation, storage, support
generalized_request_summary: Inquire if Salesforce license includes capability for creating and storing knowledgebase articles.

- it_ticket_number: IT-1112
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The two accounts have been merged, keeping Cab SYSTEMS IC 170000ld8MCsQESAA3 as the main one.

request_details: |
Hello,

This Cabnet Account is a duplicate of Cab SYSTEMS IC 170000ld8MCsQESAA3.

After confirming with HUB team it is ok to proceed, could you please merge these two accounts together and keep Cab SYSTEMS IC 170000ld8MCsQESAA3 as main account?

The Account Owner should be Mikel Garay.

title: Merge this account with Cab SYSTEMS IC

keywords: Merge accounts, duplicate account, HUB, main account, Account Owner

generalized_request_summary: Merge a duplicate account with a specified main account and set the owner after HUB confirmation.

- it_ticket_number: IT-1115

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: User reactivated

request_details: |

TICKET 3XXX36782

Serhii, thanks for using the help desk. You can check the status of your ticket 336782 at
X X

[0121/27/2025 2121:20 - Enricous Monez]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact d1M-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[0121/27/2025 2121:1217 - Serhii Nikitenko]

Hi IT,

Could you please help me to reactivate my Salesforce account?

Please see the attached image.

Regards,

Serhii

[null]

ATTACHMENTS

image.png 12163,8 KB, 0121/27/2025 2121:1217 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLrc2OtD
DhOcXVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a336782%20Action%3aUpdate&body=
REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2033678
2.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log
Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Help to reactivate my Salesforce account

keywords: Salesforce account, reactivate, access

generalized_request_summary: User requesting reactivation of their Salesforce account.

- it_ticket_number: IT-1117

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Serial numbers have been updated.

request_details: |

Serial numbers for Heartlious Video Systems PO S-121556121121 / Sales Order 20395 are
incorrect in the the installed base.

There was a credit exchange done against this PO to change the ATO configuration for 1214 units, but no hardware exchanged hands. The existing hardware was not returned and no new hardware was physically shipped. When the new configurations were "shipped" the serial numbers appear to have been entered 121 digit off.

Examples:

XQ121501211W was "reshipped" as MXQ12150121212121

MXQ12150121121Z7 was "reshipped" as XQ12150121

This is causing issues with SAL linking and with customers and support being able to locate their hardware in OneCare Portal/Hub to receive access to support.

End User Church of Scientology has XOES chassis serial numbers XQ121501211W & MXQ12150121121Z7. These units are in the customers possession, however they show at Harmic "In Repair" in the installed base.

How can the serial numbers for this order be corrected to what the customer has on site?

title: Serial Numbers Incorrect - PO S-121556121121

keywords: Serial numbers, incorrect, installed base, PO, Sales Order, SAL linking, OneCare Portal, Hub

generalized_request_summary: Incorrect serial numbers in installed base causing issues with SAL linking and customer access to OneCare Portal.

- it_ticket_number: IT-1120

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: User created

request_details: |

please create an Account for Emilio Chalita, whose first day in Harmic will be January 29th, 2025.

title: Emilio Chalita SFDC account creation

keywords: SFDC account, creation, new user

generalized_request_summary: Create a Salesforce account for a new user.

- it_ticket_number: IT-1122
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: added the section on your page layout, you should be able to view it now.
request_details: |
Hello,

We do see "Notes & Attachments" option and tab for SFDC child account.
we don't see this tab on parent account.

Do we have this also for parent account and just that we don't have permission to view ? or its just not pulled in quick links?

If it already exist then can you pull it quick links in parent account?

If it do not exist then can you create same option/ tab in quick links in parent account?

It will be helpful for anyone to add any account related docs that can be accessed by anyone. For example > In support we may get certain forms signed by customer as part process like providing licenses, we can also save those received docs attached on their parent account level as reference and it can be available longer time, easy to search even if related emails not found etc.

Let me know if you have any questions

Thanks,

Aruna

title: Need "Notes & Attachments" option and tab in SFDC parent account just like child accounts

keywords: Notes & Attachments, SFDC, parent account, child account, tab, quick links, access
generalized_request_summary: "Notes & Attachments" tab/option missing or inaccessible on SFDC parent accounts.

- it_ticket_number: IT-1125
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: merged the two Accounts, keeping DARIE COMPUTERS
12170000ld8MXXAI4u0012170000ld8MXXAIsezeLAAQ as the main one.
request_details: |
Hello,

This child account was created a long ago and does not have a Parent Account.
Can you please merge it/attach it as a Child Account to DARIE COMPUTERS
12170000ld8MXXAI4u0012170000ld8MXXAIsezeLAAQ?
title: Merge this account with DARIE COMPUTERS
keywords: Child account, Parent Account, merge, attach
generalized_request_summary: Merge/attach a child account to a specified parent account.

- it_ticket_number: IT-1129
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX36847
request_details: |
Bill William, thanks for using the help desk. You can check the status of your ticket 336847 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=336847>
[0121/28/2025 1219:05 - DougIus]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.
If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com
I am closing this ticket.

Regards,

IT Support team

[0121/28/2025 1218:57 - Bill]

This order is missing items in Sales Force that are visible in Oracle. The XOES hardware is included in Oracle, it is not visible in Sales Force. See attached screenshot from Sales force and the printed sales order form Oracle. Can you fix this?

Bill

Sr Program Manager

Field Service Engineering

Harmic

770-856-121

Tech Support: 888-673-4896

[null]

[null]

ATTACHMENTS

12103212175 Desales 01212825.pdf 2,8 MB, 0121/28/2025 1218:57 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKVkaoBr-3wrnVAnshYUljA&id=121

12103212175 Sales Force.JPG 296,4 KB, 0121/28/2025 1218:57 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyI7mzsKy0AkpnVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a336847%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20336847.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: SO12103212175 not correct in Sales Force

keywords: Sales Order, missing items, Oracle, Salesforce, XOES hardware, discrepancy

generalized_request_summary: Sales Order in Salesforce is incorrect, missing items visible in Oracle.

- it_ticket_number: IT-1132

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX36859

request_details: |

[0121/29/2025 00:26 - Kal Marios]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[0121/29/2025 00:1216 - Elizabeth Bagwell]

Hello,

I am a new employee, replacing Marilus. It seems I only can access Salesforce Chatter and not the complete set up. Can you please have my account mirrored like Marilus's?

[cid:image12170000ld8MXXAI.jpgXSA@test0121DB712198.212160EED0]

[null]

ATTACHMENTS

image12170000ld8MXXAI.jpg 225,4 KB, 0121/29/2025 00:1216 Download:
X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLMea68
BDAuInVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a336859%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20336859.%20Do%20not%20include%20your%20signature.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Salesforce set up - New Employee Elizabeth Bagw...

keywords: Salesforce setup, new employee, access, Chatter, mirror account

generalized_request_summary: New employee needs full Salesforce setup mirrored from previous user, currently only has Chatter access.

- it_ticket_number: IT-1135
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated the owner to you.
request_details: |
change account owner to me.
title: change account owner
keywords: Account owner, change
generalized_request_summary: Change account owner to the requesting user.

- it_ticket_number: IT-1136
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
change account owner to me.
title: change account owner
keywords: Account owner, change
generalized_request_summary: Change account owner to the requesting user.

- it_ticket_number: IT-1138
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The SaaS Deal Desk didn't get triggered because the Opportunity Forecast Category is "Closed" here.
request_details: |
Hello,

This Opportunity has a Monthly Commitment of DP 59,676.6121 so it should have triggered a deal desk.

Could you please check what happened and why it didn't get triggered?

Thanks

Emilus

title: SaaS Deal Desk didn't get triggered

keywords: SaaS Deal Desk, trigger, opportunity, Monthly Commitment, Forecast Category, Closed

generalized_request_summary: SaaS Deal Desk did not trigger for an opportunity that met the criteria, possibly due to "Closed" Forecast Category.

- it_ticket_number: IT-1143
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Data Update
request_details: |
Request from David Miller to Support > The IRDs purchased under 12103121582-WARNERMEDIA SERVICES LLC need to be associated with the Turner Boading Inc SFDC ID: 170000ld8MAI0u0AAD DMS Account."
MXQ12150121295
XOES-EDGE*31210884
121121031215827000007592InstalledACRTER COMPUS INC
San Diego,CA1212/23/2024

MXQ12150121242
XOES-EDGE*31210884
121121031215827000007592InstalledACRTER COMPUS INC
San Diego,CA1212/23/2024
MXQ121402057
XOES-EDGE*31210884
121121031215827000007592InstalledACRTER COMPUS INC
Durham,NC1212/23/2024
MXQ121450CF4
XOES-EDGE*31210884
121121031215827000007592InstalledACRTER COMPUS INC
Durham,NC121/3/2025

Note: Archana already assisted on email request. This is reference ticket for the same per her request

Thanks,

Aruna

title: [WBD] New IRD Association - Need to update DMS account for IRDS under SO#12103121582

keywords: IRD, DMS Account, update, association, SO, Installed

generalized_request_summary: Update DMS account association for specific IRDs under a sales order.

- it_ticket_number: IT-1146

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Updated the record.

request_details: |

VOXS-EMEA-Presales is the account used to create a peMRA-nent demo for EMEA. "draft" entity is blocking to create opportunity internally.

title: Change entity from "draft" to "FR"

keywords: VOXS-EMEA-Presales, account, demo, entity, draft, opportunity, create

generalized_request_summary: Change entity type from "draft" to "FR" for a specific account to enable opportunity creation.

- it_ticket_number: IT-1149
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: User access
request_details: |
 Could you please give Bryan read/write access to Opportunities from FIBER Region?

Thanks

title: Give Bryan access to FIBER opportunities
keywords: Opportunities, FIBER Region, read/write access, user access
generalized_request_summary: Grant user read/write access to opportunities from FIBER Region.

- it_ticket_number: IT-1152
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Deal desk approval triggered.
request_details: |
 Hello,

 This Opportunity is for SaaS and it has a Monthly Commit above XXX.11X25K so it should have triggered the Deal Desk Request.

 Can you please trigger it?

title: Trigger Deal Desk Approval
keywords: Opportunity, SaaS, Monthly Commit, Deal Desk Request, trigger
generalized_request_summary: Trigger Deal Desk Approval for a SaaS opportunity that meets the criteria.

- it_ticket_number: IT-1157
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Data has been updated.
request_details: |
Hello Theo, would you please update those 3rd party info. Fields are identified in yellow.
Columns J, K, L & N. Thank you. Marcius
title: SAL pricing update 2025
keywords: 3rd party info, data update, SAL pricing
generalized_request_summary: Update 3rd party information for SAL pricing.

- it_ticket_number: IT-1159
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Batch needs to be run.
request_details: |
SAL Renewal opportunity not created for these 2 agreements:

ROGERS COMMUNICATIONS CANADA INC - EXH71216902

SERCOMM TECHNOLOGY INC - US91216978

Linking is done, but the renewal opportunity is not generated. Please advise.
title: Renewal opp not created
keywords: SAL Renewal, opportunity, not created, agreements, linking
generalized_request_summary: SAL Renewal opportunities are not being created for specific linked agreements.

- it_ticket_number: IT-1160
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX37572
request_details: |

Emilio, thanks for using the help desk. You can check the status of your ticket 337572 at
<X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=337572>

[02/04/2025 1215:43 - Nicolus]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[02/04/2025 1215:42 - Emilio Chalita]

Hi,

I need to have access to Salesforce to establish sales opportunities.

I tried to access but the system resPONCSded that I don't have enough credentials.

Thanks,

Emilio Chalita

Sales Director, Latin America

M 1- 121 954 478 0973

[https://lh7-rt.googleusercontent.com/docsz/AD_4nXf5TlwBYIIOk77FgGygMS39f_7O0Q3OviQ8M6rYNP5SxWcE49V5Yt7F5dZG90f3dAHEHeHHHS3-0QQ_U00XDyQ0st2f48-FNpqOdAzKCL7lyQAQ0ZfmlgWwlwaJRnm20WxbznfeT07Dgs2FJGY121NCMQ?key=XLbc7hklvNWuBo5Ztn0dPOFb]

Harmicinc.com<<http://www.Harmicinc.com/>>

7520 NW 12124th Ave, Parkland, FL 33076

To add a note to this ticket, click here:

<mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a337572%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20337572.%20Do%20not%20include%20your%20signature>.

Providing the following complete infoMRA-tions will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem

- Other diagnostic infoMRA-tion that may help in a complete understanding of the issue

title: Access to Salesforce

keywords: Salesforce, access, sales opportunities, credentials

generalized_request_summary: User needs Salesforce access to establish sales opportunities but lacks credentials.

- it_ticket_number: IT-1164

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Installed Products have been updated.

request_details: |

Hello Theo, would you please update those 3rd party product information for those serials. Just fields identified in yellow from column T to AG

Thank you

Marcus

title: HPE contract dates upload 121_29_25

keywords: 3rd party product, update, serials, HPE, contract dates

generalized_request_summary: Update 3rd party product information for specific serials, including HPE contract dates.

- it_ticket_number: IT-1167

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: On the Opportunity, the End Customer must not be a Parent Account like it is now.

request_details: |

Opportunity "Okinawa Cab_CabOS_Naha-v2" new project was booked last Dec. without tick the "Request for engineering support". When I tried to ticket it now, the error shows End customer is wrong. I knew yesterday Feb 4th someone changed the end customer name, maybe this is the reason why inconsistent- Apttus Order and the Opportunity at the time of booking it is not the correct type of Account type that got populated into the End Customer field.

title: can't update "Request for engineering support"?

keywords: Request for engineering support, End Customer, Opportunity, Apttus Order, Account type, inconsistency

generalized_request_summary: Unable to update "Request for engineering support" on opportunity due to incorrect End Customer account type.

- it_ticket_number: IT-1168

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: added Hoard Chan as a viewer of the folder

request_details: |

Hello,

As discussed with Theo now, I cannot add Hoard Chan in a subscription report. Could you please solve the issue on his profile. Thanks.

title: Cannot add User Hoard Chan to report Subscription

keywords: User, subscription report, add, profile, access

generalized_request_summary: User cannot be added to a subscription report; investigate profile issue.

- it_ticket_number: IT-1169

project_category: Salesforce

record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated the rule for owner assignment on PPR creation and the Presales Region indicated in red.
request_details: |
 please see the excell
title: update PPR creator / owner
keywords: PPR, creator, owner, update, Presales Region
generalized_request_summary: Update PPR creator/owner and Presales Region based on provided excel.

- it_ticket_number: IT-1170
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Delink and relink has been done for the provided data.
request_details: |
 I am unable to delink the assets from SOXXY EPOPE B V - CH12102284_SRF
 AQ0ZR0g00000gEmDiEAK in order to relink with the correct assets.
 Error message received when using mass update tool - delink terminated contract
 Installed Agreement Number: The serial number can't contain spaces. Please adjust !
 Something went wrong. Please contact your administrator.

Please delink per attached CSV file de-link and relink correct IPIDS link csv file
Thank you
title: Please delink and relink correct assets to contract
keywords: Delink, relink, assets, contract, mass update, error, serial number
generalized_request_summary: Unable to delink and relink assets to contract using mass update tool due to error.

- it_ticket_number: IT-1171
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: ""
request_details: |
Move provided SN to Station call letter for WOWK-TV
20280008RN0406
121208121477EN03429
121402121539EN08443
12112134121477EN02365
121206121477EN03338
title: Move provided SN to Station call letter for WOWK-TV
keywords: Serial Number, SN, Station call letter, WOWK-TV, move
generalized_request_summary: Move provided serial numbers to a specific Station call letter.

- it_ticket_number: IT-1172
project_category: Salesforce
record_type: ""
sub_record_type: ""
resolution_or_root_cause: DUPLICATE OF IT -9247, I am not able to close this ticket.
request_details: |
XSA@testDL CPM-12122Team

Are you able to assist in moving serial numbers to the Call Letter Station?

The station call letter is WOWK-TV and SN are provided in the email thread.
title: moving serial numbers to the Call Letter Station
keywords: Serial numbers, Call Letter Station, move, duplicate ticket
generalized_request_summary: Move serial numbers to a specific Call Letter Station (duplicate ticket).

- it_ticket_number: IT-1175

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Laurus's user just got created, he doesn't have any rights.

request_details: |

Hi support,

I have added Laurus both to

OPS-POS_ABSENCE and

Cab OS Lab Support projects.

when I try to assign Laurus to a task in these project I have a severe error, not being able to complete:

Error text is:

Review the errors on this page.

We can't save this record because the "FLOW_RD_TimeEntry_Sharing" process failed. Give your Salesforce admin these details. This error occurred when the flow tried to create records:

FIELD_INTEGRITY_EXCEPTION: field integrity exception: unknown invalid user or group:

005Vv000003jooX. You can look up ExceptionCode values in the SOAP API Developer Guide.

Error ID: 88687712190-20121479 389577599 look up ExceptionCode values in the SOAP API Developer Guide. Error ID: 88687712190-20121479 389577599

title: "[SFDC Time Entries] Can't assign a Project Team Member to a Project task"

keywords: SFDC Time Entries, Project Team Member, assign, Project task, flow failed, FIELD_INTEGRITY_EXCEPTION

generalized_request_summary: Unable to assign a Project Team Member to a Project task in SFDC Time Entries due to flow failure.

- it_ticket_number: IT-1178

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: updated the Campaign field on the Oppty with this one.

request_details: |

Hello,

This opportunity was incorrectly marked as Campaign SAL = None but it should have been linked to the Mediagrid Refresh Campaign.

Could you please make the change?

title: Mark Opportunity X-001660022 as Mediagrid Refresh Campaign

keywords: Opportunity, Campaign SAL, Mediagrid Refresh Campaign, update, incorrect marking

generalized_request_summary: Opportunity incorrectly marked as "Campaign SAL = None" needs to be linked to "Mediagrid Refresh Campaign".

- it_ticket_number: IT-1189

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: This action is only available on Parent Account, not their children.

request_details: |

I can't create "Account Location" on ACCESS account.

Please check it.

title: Account Location

keywords: Account Location, create, ACCESS account, Parent Account, Child Account

generalized_request_summary: Unable to create "Account Location" on a specific account, as action is only available on Parent Accounts.

- it_ticket_number: IT-1190

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: It's because you're the owner of the Contact the Sale Request is associated with.

request_details: |

I am recently getting more SR records emails from NoReplyXSA@testtestinc.com
<noreplyXSA@testtestinc.com>

Example :New Sales Quote Request - Type: Other

You can view this request in SFDC:

Xv2/r0121/___https://Harmic.my.salesforce.com/a2GVv00000FgcGL___YXAzOmhhcm121vbm
ljaW5jOmE6bzpkMTBhYjI2ZTZmMDQ2ZWl3ZTE121OTYyNTg0MzBIYWMyYjo3OjdIOTg6NzUx
YjU5NDdiMDVmZThjZjkwNmFiYTUyMmFkMWY0NjQ2YjY2ZTg121ZmNlODM121Y2NjNTk0NG
l4MTc5ZGZmZTgzMDpwOIQ6Tg

As a reminder: These requests are logged through our corporate website by Lead or Contact
and are stored in SFDC.

SR-0121907: Please Update this SR!

Links they sent are not accessible by me Can you check why these requests some me
instead of going to support? Otherwise who is correct person to check this?

Thanks,

Aruna

title: Why SR requests are coming to me

keywords: SR records, email notifications, Sales Quote Request, owner, contact

generalized_request_summary: User receiving Sales Request emails that should go to
support, possibly due to contact ownership.

- it_ticket_number: IT-1191

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: Laurus now has the same rights than Alberto.

request_details: |

Could you please provide same rights to Laurus than rights provided to Alberto

Thanks

Yann

title: RND Time Entry - Provide rights to Laurus

keywords: RND Time Entry, rights, access, user

generalized_request_summary: Provide user with the same RND Time Entry rights as another
user.

- it_ticket_number: IT-1193
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The End Customer Account must not be a Parent Account.
request_details: |
Hello,

When I or the Sales User tries to tick the "Request Engineering Support" checkbox, we get an error message uPONCS saving stating the End Customer Account needs to be reviewed.

But I don't see an error with the End Customer. Could you please check and confirm why there is an error message?

Thanks

title: Cannot select "Request Engineering Support"
keywords: Request Engineering Support, checkbox, error message, End Customer Account, Parent Account
generalized_request_summary: Unable to select "Request Engineering Support" checkbox due to error related to End Customer Account.

- it_ticket_number: IT-1195
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General support
request_details: |
Requesting a new installed product report that could be filtered by Account and PO/SO number.
title: Need installed product report
keywords: Installed product report, filter, Account, PO/SO number
generalized_request_summary: Requesting a new installed product report filterable by Account and PO/SO number.

- it_ticket_number: IT-1200
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: deleted the folder.
request_details: |
Hello,

As per screenshot attached, there seems to be a folder "To be removed_Sales Enablement" that is owned by my former colleague ChemuSALr.

Could you please delete this folder? Or give me its ownership so I can remove it myself?

Thanks

title: Delete dashboard folder "To be removed_Sales Enablement"
keywords: Dashboard folder, delete, ownership, Sales Enablement
generalized_request_summary: Request to delete a dashboard folder or transfer ownership to allow deletion.

- it_ticket_number: IT-1210
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Account updated as per Customer request.
request_details: |

Both the reseller and the end customer have multiple accounts in SFDC. The End Customer and reseller Account selected for X-0017121081216 do not have the appropriate OneCare/Hub access. Both the reseller Ma HerXX and the end customer D & P have the correct OneCare/XOES access under other accounts. I am unable to update the Account Name and End Customer on the opportunity without having to rework the quote. Can you update the opportunity with the correct accounts? Below is what needs to change. X-0017121081216

- Account Name: Revise from Ma HerXX to M HerXX Co LP

- End Customer: Revise from T & P Comps In to T & P Cab In.

title: Can't Update Opportunity Account Name and End Customer
keywords: Opportunity, Account Name, End Customer, update, reseller, OneCare/Hub access, quote rework

generalized_request_summary: Unable to update Opportunity Account Name and End Customer due to multiple accounts and OneCare/Hub access issues.

- it_ticket_number: IT-1213
project_category: Salesforce
record_type: Bug
sub_record_type: ""
resolution_or_root_cause: TICKET 3XXX3912139
request_details: |
[02/12/2025 12:14:32 - Niculus]
Hello,
IT Support is no longer used for Salesforce SFDC requests.
Please raise 'IT Request' from Salesforce SFDC Home Page.
Please refer IT Request Document Xa/BU000000sX for more information.
If you need assistance during creation, please contact dlm-12122teamXSA@testtestinc.com
I am closing this ticket.
Regards,
IT Support team
[02/12/2025 12:14:03 - Ali Al-Annan]
Hi there,
In the meantime and while we are figuring out the details in the background, please update
the account name on the below.

Br,

Ali

From: Ali

Sent: Friday, February 7, 2025 7:12:17 PM

To: Helus LauXSA@testtestinc.com; Stac StacXSA@testtestinc.com

Cc: Hoard Chan howarXSA@testtestinc.com; Van VanXSA@testtestinc.com

Subject: RE: [EXTERNAL] Harmic INC PO_2025-200888

Thanks, so I will only request this access for the SAL team.

Br,

Ali

From: Helus <LauXSA@testtestinc.com<mailto:LauXSA@testtestinc.com>>

Sent: Friday, February 7, 2025 7:08 PM

To: Ali <AliXSA@testtestinc.com<mailto:AliXSA@testtestinc.com>>; Stac

<StacXSA@testtestinc.com<mailto:StacXSA@testtestinc.com>>

Cc: Hoard Chan <howarXSA@testtestinc.com<mailto:howarXSA@testtestinc.com>>; Van
<VanXSA@testtestinc.com<mailto:VanXSA@testtestinc.com>>

Subject: Re: [EXTERNAL] Harmic INC PO_2025-200888

Nope. Never. It was not an option for us since SFDC has the change

Get Outlook for iOS< X>

From: Ali <AliXSA@testtestinc.com<mailto:AliXSA@testtestinc.com>>

Sent: Saturday, February 8, 2025 2:07:02 AM

To: Helus <LauXSA@testtestinc.com<mailto:LauXSA@testtestinc.com>>; Stac
<StacXSA@testtestinc.com<mailto:StacXSA@testtestinc.com>>

Cc: Hoard Chan <howarXSA@testtestinc.com<mailto:howarXSA@testtestinc.com>>; Van <VanXSA@testtestinc.com<mailto:VanXSA@testtestinc.com>>

Subject: RE: [EXTERNAL] Harmic INC PO_2025-200888

Thank you Helen, this is an option, which we need to access for, if not us, at least you guys, correct?

Did you have this access before?

Br,

Ali

From: Helus <LauXSA@testtestinc.com<mailto:LauXSA@testtestinc.com>>

Sent: Friday, February 7, 2025 6:49 PM

To: Ali <AliXSA@testtestinc.com<mailto:AliXSA@testtestinc.com>>; Stac <StacXSA@testtestinc.com<mailto:StacXSA@testtestinc.com>>

Cc: Hoard Chan <howarXSA@testtestinc.com<mailto:howarXSA@testtestinc.com>>; Van <VanXSA@testtestinc.com<mailto:VanXSA@testtestinc.com>>

Subject: Re: [EXTERNAL] Harmic INC PO_2025-200888

Hi Ali,

Yes you will need a ticket or to requote. We can't change with our access. Thank you.

Regards

Helen

Get Outlook for iOS< X>

From: Ali <AliXSA@testtestinc.com<mailto:AliXSA@testtestinc.com>>

Sent: Saturday, February 8, 2025 12:53:05 AM

To: Stac <StacXSA@testtestinc.com<mailto:StacXSA@testtestinc.com>>; Helus <LauXSA@testtestinc.com<mailto:LauXSA@testtestinc.com>>

Cc: Hoard Chan <howarXSA@testtestinc.com<mailto:howarXSA@testtestinc.com>>; Van <VanXSA@testtestinc.com<mailto:VanXSA@testtestinc.com>>

Subject: RE: [EXTERNAL] Harmic INC PO_2025-200888

Hi Stacy, Helen,

I managed to change the customer name at the opportunity level and now the system is not allowing me to change the name at the quote level, how do we go about this?

Do I need to log a ticket with IT?

Br,

Ali

From: Stac <StacXSA@testtestinc.com<mailto:StacXSA@testtestinc.com>>

Sent: Thursday, February 6, 2025 3:20 AM

To: Ali <AliXSA@testtestinc.com<mailto:AliXSA@testtestinc.com>>

Cc: Pawlowous <ChrisXSA@testtestinc.com<mailto:ChrisXSA@testtestinc.com>>; Customer Orders <OrdersXSA@testtestinc.com<mailto:OrdersXSA@testtestinc.com>>

Subject: FW: [EXTERNAL] Harmic INC PO_2025-200888

Hi Ali,

We have received a PO from Coco S NXE, LC. attached

For the proposal Q-12112101212121434

X/Apttus_Proposal__Proposal__c/a7I4u000000m8siEAA/viewCould

Could you please update account to Coco S NXE, LC? Additional, please confirm the payment terms: N45/ N30.

[cid:image004.jpgXSA@test0121DB81214D.12178121D090]

Thank you.

Regards,

Stac

Customer Advocate

[cid:image002.jpgXSA@test0121DB81214D.12178121D090]<<http://www.Harmicinc.com/>>

Harmicinc.com<<http://www.Harmicinc.com/>>

From: Cogeco

<cogecoXSA@testmyworkday.com<mailto:cogecoXSA@testmyworkday.com>>

Sent: Thursday, February 6, 2025 4:28 AM

To: Customer Orders <OrdersXSA@testtestinc.com<mailto:OrdersXSA@testtestinc.com>>

Subject: [EXTERNAL] Harmic INC PO_2025-200888

Please do not reply directly to this email, as it is sent for notification purposes only.

Any difference in terms of order quantity, description, unit of measure and price must be brought to the buyer's attention before shipping.

Please review the purchase order and any other document attached to this message. It is essential to reference this PO # on the packing slip and invoice.

The elements of your invoice must corresPONCSd exactly to the items of the Purchase Order.

Please send us a confiMRA-tion via email with the estimated time of arrival.

[cid:image005.jpgXSA@test0121DB81214D.12178121D090]

This email was intended for

OrdersXSA@testtestinc.com<mailto:OrdersXSA@testtestinc.com>

[null]

[null]

[null]

ATTACHMENTS

image002.jpg 2,3 KB, 02/1217/2025 08:05 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyKuYLbZJcNL0XVAnshYUljA&id=121

image004.jpg 12124,5 KB, 02/1217/2025 08:05 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLlwzy2xq5121C3VAnshYUljA&id=121

image005.jpg 1212,5 KB, 02/1217/2025 08:05 Download:

X/helpdesk/WebObjects/Helpdesk.woa/wa/CommonActions/download?dl=_v-GyIHWzyLyqsKillIfHVAnshYUljA&id=121

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a339946%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%20339946.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: RE: [EXTERNAL] Harmic INC PO_2025-200888

keywords: Quote, account, update, opportunity, PO

generalized_request_summary: Unable to update quote account to match opportunity account.

- it_ticket_number: IT-1230

project_category: Salesforce

record_type: User Access

sub_record_type: ""

resolution_or_root_cause: Email verification for newcomers

request_details: |

Hello,

Kuman created a new account but the Approval request notification was never received.

I believe it might be because his email is not verified in SFDC?

Could you please check and send him the details if needed?

And could you also please check the emails for following new hires have been verified?

Mark

Yoshus

Dalus

Adam

Emilio Chalita

Alan Thomas

Thanks

title: Verify Kuman's email

keywords: Email verification, new account, approval notification, new hires

generalized_request_summary: Verify email addresses for new hires in SFDC to ensure approval notifications are received.

- it_ticket_number: IT-1231
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Explanation on reports
request_details: |
Hi,

I currently have a report to get all the MRA- created by a customer on a period of time.

I'd like to add to it the original shipping date. This infoMRA-tion is available on the Item page and in Install Base reports.

I'd added this second block but I can't make a relevant match between the data. I'd like to get them matching using the SN.

Is it possible ? If so, how to do it ?

Thanks by advance for your help.

Best regards

title: Joined Report - Support Needed
keywords: Report, MRA, original shipping date, Item page, Install Base reports, SN, data matching
generalized_request_summary: User needs help creating a joined report to match MRA data with original shipping date using serial numbers.

- it_ticket_number: IT-1233
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The search layout is controlled by the field data type.
request_details: |
Here it's a 'Record Type' data type field, it's standard, I don't think it can be changed.Hello,

When a user enters the name of a COMM in the Search bar, they can go into the Account section and click on View More. When they do, then they can filter the search according to different criteria, including "Account Record Type".

This field used to be a dropdown, but for some reason it is now a text field.

Please change it back to a dropdown.

Thanks

title: In Search, the Account Record Type should be a dropdown

keywords: Search, Account Record Type, dropdown, text field, data type, layout

generalized_request_summary: "Account Record Type" field in search filter changed from dropdown to text field, needs to be reverted.

- it_ticket_number: IT-1236

project_category: Salesforce

record_type: Bug

sub_record_type: ""

resolution_or_root_cause: TICKET 3XXX4008121

request_details: |

Amos, thanks for using the help desk. You can check the status of your ticket 34008121 at <X/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=34008121>

[02/1218/2025 1216:06 - Ran Aba]

Hello,

IT Support is no longer used for Salesforce SFDC requests.

Please raise 'IT Request' from Salesforce SFDC Home Page.

Please refer IT Request Document Xa/BU000000sX for more infoMRA-tion.

If you need assistance during creation, please contact dIM-12122teamXSA@testtestinc.com

I am closing this ticket.

Regards,

IT Support team

[02/1218/2025 1215:58 - Amos Sirota]

Hi,

Can you please assist with access to report:

<X/Report/00OVv0000004akMRA-A/view>

Thanks,

Amos

To add a note to this ticket, click here:

mailto:ITsupportXSA@testtestinc.com?subject=Ticket%3a34008121%20Action%3aUpdate&body=REPLACE%20THIS%20TEXT%20WITH%20YOUR%20NOTE%20FOR%20TICKET%2034008121.%20Do%20not%20include%20your%20signature.

Providing the following complete information will help to solve your case : - Relevant Log Files

- Screenshot that gives a visual representation of your problem
- Other diagnostic information that may help in a complete understanding of the issue

title: SFDC access

keywords: SFDC access, report, assistance

generalized_request_summary: User needs assistance with access to a Salesforce report.

- it_ticket_number: IT-1237
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: General support
request_details: |
XSA@testDL CPM-12122Team

E500963X2900532 and E500963X290052121 have old records in Hub and we need to do some cleanup. Can you help us?

- The new record is from order 121032040-Heartlious VIDEO SYSTEMS INC
- The old record is from order 121026759-Heartlious VIDEO SYSTEMS INC
- The old record unit needs to be removed from hub
- E500963X2900532 and E500963X290052121 have old records in Hub.

•The new record needs to be associated with the DMS account CXX TeXI Net SFDC ID: 12170000Id8MXXAI4u00002DWSLIA4
title: "[CW1-] GPIO POC Units have duplicate hub entries"
keywords: Hub, duplicate entries, cleanup, records, DMS account, association

generalized_request_summary: Duplicate Hub entries for specific units need cleanup and new records need DMS account association.

- it_ticket_number: IT-1240
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated your manager to Martin.
request_details: |
 Good afternoon,

In my Account, it shows GranBlus - Tigo Millicom Key Account Director, Broadband, as my Manager, but he is no longer with the COMM. Can you please update the tool so it reflects Martin as my actual Manager?

Thanks in advanced and best regards!
Tigo Millicom - Key Account Manager
title: Update Manager - No Longer with Harmic
keywords: Manager, update, Account, inactive user
generalized_request_summary: Update manager field in Salesforce as current manager is no longer with the company.

- it_ticket_number: IT-1241
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: finished updating all users with their new manager.

request_details: |

Attached is a file with the updates required for the manager field of some users. Roster is coming from HR and it has been mapped against the infoMRA-tion in Salesforce. Please check the notes. Contact me if you need any clarification of the file .

title: Update of the Manager in the user record

keywords: Manager, user record, update, HR roster

generalized_request_summary: Update Manager field in user records based on HR roster.

- it_ticket_number: IT-1243

project_category: Salesforce

record_type: ""

sub_record_type: ""

resolution_or_root_cause: ""

request_details: |

Hello Theo, would you please update those 3rd party info. Fields are identified in yellow in the attached "RAW" XLS tab. Columns K & L. Thank you. Marcius

title: Gen121121 pricing update 2025

keywords: 3rd party info, update, pricing, XLS tab

generalized_request_summary: Update 3rd party information for Gen10 pricing.

- it_ticket_number: IT-1245

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Alberto's manager is now Laurus.

request_details: |

The new local manager of Albert is Laurus.

Please update it in SFDC. You may see with JM Gusio for any approval needed.

Thanks

Christ

title: "[SFDC Time Entries] Update Alberto's manager"

keywords: SFDC Time Entries, manager, update, approval

generalized_request_summary: Update user's manager in SFDC Time Entries and seek approval if needed.

- it_ticket_number: IT-1246

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Marcius Julien's manager is now Jeromie.

request_details: |

The new local manager of Marcius is Jérôus .

Please update it in SFDC. You may see with Frédues for any approval needed.

Thanks

Christ

title: "[SFDC Time Entries] Update Marcius Julien's manager"

keywords: SFDC Time Entries, manager, update, approval

generalized_request_summary: Update user's manager in SFDC Time Entries and seek approval if needed.

- it_ticket_number: IT-1248
project_category: Salesforce
record_type: Enhancement
sub_record_type: ""
resolution_or_root_cause: JIRA ticket created as its enhancement
request_details: |
Hello,

I need a report that will let me know how long it took quotes to get Approved in the last 6 months.

I need to be able to filter it by Primary Segment and see how long it took for each Approval per quote to be Approved or Rejected.

Thanks
title: Approval time report
keywords: Report, approval time, quotes, Approved, Rejected, Primary Segment, filter
generalized_request_summary: Create a report to track quote approval times, filterable by Primary Segment.

- it_ticket_number: IT-1249
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: updated the Account on the Installed Product.
request_details: |
E48312105X2C0331212 needs to be associated to the CXX TeXI Net SFDC ID:
12170000ld8MXXAI4u00002DWSLIA4 DMS
title: E48312105X2C0331212 needs to be associated · CXX TeXI Net SFDC ID:
12170000ld8MXXAI4u00002DWSLIA4 DMS to the
keywords: Installed Product, association, DMS, account
generalized_request_summary: Associate a specific Installed Product with a DMS account.

- it_ticket_number: IT-1251
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Updating Account owner worked
request_details: |
I would like to close opportunity X-00149461215 but unable due to error messages
title: Unable to change/edit/save Opportunity X-00149461215
keywords: Opportunity, close, edit, save, error messages
generalized_request_summary: Unable to close, change, edit, or save a specific opportunity due to error messages.

- it_ticket_number: IT-1252
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The two Accounts have been merged, keeping 170000ld8MDvdsfAAB as the main one.
request_details: |
Hello,

Could you please merge this Account with SPIRIE NET 170000ld8MDvdsfAAB and keep SPIRIE NET 170000ld8MDvdsfAAB as main Account?

Thanks

Emilus

title: please merge this Account with SPIRIE NET
keywords: Account merge, duplicate account, main account
generalized_request_summary: Merge a duplicate account with a specified main account.

- it_ticket_number: IT-1253
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Mattus is now the Owner of this Account.
request_details: |
The account manager's tab shows "IT intergration" could we please change it to Mattus.
Thanks
title: Update Account Manager's tab
keywords: Account manager, tab, update
generalized_request_summary: Update Account Manager's tab to reflect correct owner.

- it_ticket_number: IT-1255
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Inactivate button should be back.
request_details: |
Hello,

There used to be an "Inactivate" button on the Account object but it is not viewable/available anymore.

Could you please add it back?

title: The "Inactivate" button is not viewable anymore in Account object
keywords: Inactivate button, Account object, missing, viewable
generalized_request_summary: "Inactivate" button is missing from Account object and needs to be restored.

- it_ticket_number: IT-1259

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: added this section to Leads.

request_details: |

Please at the top of the Lead Page Layout add the " Related list Quick Links" as the contact page has. This way provides easy access to the related lists. Thanks.

title: Lead Page Layout modification

keywords: Lead Page Layout, Related list Quick Links, add section

generalized_request_summary: Add "Related list Quick Links" section to Lead Page Layout.

- it_ticket_number: IT-1263

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: all Installed Products have been updated.

request_details: |

Hello Theo, would you please update those 3rd party info. Fields are identified in yellow. Columns K & L. Thank you. Marcius

title: SAL pricing update 2025

keywords: 3rd party info, update, SAL pricing, Installed Products

generalized_request_summary: Update 3rd party information for SAL pricing, impacting Installed Products.

- it_ticket_number: IT-1265
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: The two Accounts have been merged, keeping KXXLVX 12170000ld8MXXAI4u0012170000ld8MXXAlyzzsHAAQ as the main Account.
request_details: |
Hello,

As per discussion with C&C, could you please merge Account VEGAS PBS 170000ld8MLKnvsAAD with KXXLVX 12170000ld8MXXAI4u0012170000ld8MXXAlyzzsHAAQ and keep KXXLVX 12170000ld8MXXAI4u0012170000ld8MXXAlyzzsHAAQ as main account? Kevinus should be the Account Owner.

As usual, before proceeding, please check with the HUB it is all ok.
title: Please merge VEGAS PBS with KXXLVX
keywords: Merge accounts, duplicate account, main account, Account Owner, HUB
generalized_request_summary: Merge specified duplicate accounts and set owner after HUB confirmation.

- it_ticket_number: IT-1269
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Marked Generated Document for SOC2 audit
request_details: |
Can you grant me the admin permission of SFDC during Tuesday HKT?

I need to generate the list for SOC2 audit

X
title: Mark Tse Need SFDC Admin Access to generate Document for SOC2 audit
keywords: SFDC Admin Access, permissions, SOC2 audit, generate document
generalized_request_summary: Grant temporary SFDC Admin access to generate document for SOC2 audit.

- it_ticket_number: IT-1271
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: All Accounts and Opportunities provided in this file have been updated with their new Owners.
request_details: |
Hello,
Duanus has left the COMM. Consequently, could you please update the ownership of his Accounts and Open Opportunities as per the document attached?

Thanks

title: Mass update Duanus's Open Opportunities and Accounts
keywords: Account ownership, Opportunity ownership, transfer, user departure, mass update
generalized_request_summary: Mass update ownership of Accounts and Open Opportunities from a departed user.

- it_ticket_number: IT-1273
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: I gave you the permissions to manage these reports.
request_details: |
Hello,

I need to do some updates on the reports included in the WW Product Refresh Campaigns - 2025 Dashboard.

However, most reports belong to ChemuSALr so I can't edit them.

Could you please give me the ownership or rights to edit those reports?

Thanks

title: Update reports included in WW Product Refresh Campaigns - 2025 Dashboard
keywords: Reports, Dashboard, edit, ownership, permissions, WW Product Refresh Campaigns

generalized_request_summary: Grant user ownership or edit rights for reports in a specific dashboard.

- it_ticket_number: IT-1278
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: I gave you the necessary permission, everything should work now.
request_details: |
Trying to assign Video CSM to Account = Desales Media Group, however I get error that Internal account field is not correct. When I try to change internal account = No then I get permissions error.
title: Permission error when changing internal account status for Desales Media Group
keywords: Video CSM, Account, Internal account field, permissions error, assign
generalized_request_summary: Permission error encountered when trying to assign Video CSM to an account and change internal account status.

- it_ticket_number: IT-1279
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: I fixed the SW access for KUED UEN KUER, Box Service Account ID was missing from Account

request_details: |

Please fix SW access for KUED UEN KUER

12170000ld8MXXAI0g0012170000ld8MXXAIZP4fvAAD for XOES and Proswitch

Ref XOES SN :BZ2405KG

Ref Proswitch SN:1210524312

All SNs are lb under KUED UEN KUER covered under standard warranty then that account portal should show SW access. I tried to run "Fix Onecare folder process from parent account but that also didn't work.

Please fix and also advise root cause why SW access was not showing auto or not worked by "Fix Onecare Folder "process.

Thanks,

Aruna

title: Please fix SW access for KUED UEN KUER

12170000ld8MXXAI0g0012170000ld8MXXAIZP4fvAAD for XOES and Proswitch

keywords: SW access, XOES, Proswitch, Onecare portal, Box Service Account ID, Fix Onecare Folder process

generalized_request_summary: Fix SW access for specific products on OneCare portal, investigate root cause of access issue.

- it_ticket_number: IT-1286

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: General Support

request_details: |

As per email thread attached, this account needs to be merged with HARLAN COMMUNITY TELEVISION 12170000ld8MXXAI4u0012170000ld8MXXAIvPK6HAAW and keep the details as described?

title: Merge this Account with HARLAN COMMUNITY TELEVISION

keywords: Merge accounts, duplicate account

generalized_request_summary: Merge a duplicate account with another specified account.

- it_ticket_number: IT-1288
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: I created the report types with the same names you provided in this ticket.
request_details: |
Please create the following report types:
Sales Request with Leads
Sales Request with Contacts
Leads with/without Sales Request.
Contacts with/without Sales Request.
Add to the Sales Request All Fields report the field from the Contact Object LeadSource
Thanks
title: Request Report Types
keywords: Report types, creation, Sales Request, Leads, Contacts, LeadSource field
generalized_request_summary: Create new report types and add a specific field to an existing report.

- it_ticket_number: IT-932
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: As we have discussed the few same kinds of Quote. SAL options will not quote as a la cartee. It has to go with SAL configurators
request_details: |
Cab OS, No. Adv replacement. I have reopened the quote to edit mode.
ARCADYAN - ERROR during Import for SAL Renewal order using legacy Broadband Item #s

Stephanous is trying to book Q-121121012178826 which has the legacy Broadband SAL P/Ns, SALCPXXR3 and SALCNXXR0.

These legacy P/Ns should still be functional in the system – why are we getting an error message?

Please fix this today so the order can be booked and submitted. This has Q4 revenue.

If I need to update the quote, please advise.
title: error during import Q-121121012178826
keywords: SAL Renewal, order, import error, legacy Broadband Item #s, quote, booking
generalized_request_summary: Error during import of SAL Renewal order using legacy Broadband Item #s, preventing booking.

- it_ticket_number: IT-266
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Ready for billing checkbox in the section "POS Central subscription" is set where no date of billing was entered in the proposal header and also this is not a Central renewal.
request_details: |

the ready for billing checkbox in the section "POS Central subscription" is set whereas no date of billing was entered in the proposal header and also this is not a Central renewal. This is a bug. Could you fix it and uncheck the box? Thanks

title: POS Central section bug

keywords: POS Central, subscription, ready for billing, checkbox, bug

generalized_request_summary: "Ready for billing" checkbox is incorrectly set in POS Central subscription, needs to be unchecked.

- it_ticket_number: IT-269

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Vacation delegation

request_details: |

I am going on vacation from the coming Monday August 5th till August 12th.

I'd like to move the approval of quotes for the NAM/LATAM team to Joe Bard

Thanks,

Gil

title: Vacation delegation

keywords: Vacation, approval, quotes, delegation, NAM/LATAM team

generalized_request_summary: Delegate quote approval for NAM/LATAM team during user's vacation.

- it_ticket_number: IT-332
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Approval Delegation Removal
request_details: |

I recently went on vacation and had requested that Redorge become my delegate for quote approvals in my absence. Gil has informed me that he is still getting my requests instead of the term being set. Can you please remove the quote approval delegation?

title: Salesforce Approval Delegation Removal
keywords: Approval delegation, quote approvals, remove
generalized_request_summary: Remove Salesforce quote approval delegation as it's not working as intended.

- it_ticket_number: IT-616
project_category: Salesforce
record_type: Enhancement
sub_record_type: ""
resolution_or_root_cause: We have added you to the notification email. You will receive a notification if any demo quote is approved.
request_details: |

Approved Demo Notification Email Alert

Hi, I need to access the database for Sales Demo Video equipment, and also if I could receive a notification when a new request has been fully approved?

Thanks

title: access to Sales Demo Video database and notification when new approval
keywords: Sales Demo Video, database access, notification, approval, email alert
generalized_request_summary: Grant access to Sales Demo Video database and enable notifications for new approvals.

- it_ticket_number: IT-663

project_category: Salesforce

record_type: Enhancement

sub_record_type: ""

resolution_or_root_cause: Set up Bxaxter as Delegate Approver for Walteer temporarily

request_details: |

As per our discussion, Finance asked for changes in their Approvers. While I am working on updating the data, could you please set up Anthony Baxter as Delegate Approver for Walte?

Thanks

Emilus

title: Set up Anthony Baxter as Delegate Approver for Walte temporarily

keywords: Delegate Approver, Finance, approver changes, temporary

generalized_request_summary: Temporarily set up a delegate approver for Finance team.

- it_ticket_number: IT-475

project_category: Salesforce

record_type: General Support

sub_record_type: ""

resolution_or_root_cause: Informed the account change process on Oppty

request_details: |

Wrong Account name on Quote even though the Opportunity has correct Account name.

title: Cannot change Account on Quote

keywords: Account name, Quote, Opportunity, change, discrepancy

generalized_request_summary: Unable to change Account name on Quote despite correct Account name on Opportunity.

- it_ticket_number: IT-903
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Opportunity to Quote Record Type mapping is missing in custom setting, Added it manually.
request_details: |
"Opportunity - Budgetary" -> "Budgetary Quote"
Hello,
I have a problem when i have an opportunity type "budgetary quote",
If i try to create a new proposal i see this error:

Attempt to de-reference a null object
An unexpected error has occurred. Your development organization has been notified.
title: Cannot create a quote
keywords: Quote, create, opportunity type, budgetary quote, proposal, null object, error
generalized_request_summary: Unable to create a quote from a "budgetary quote" opportunity type due to a null object error.

- it_ticket_number: IT-904
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Oppties have been updated.
request_details: |
Hello,

This is a follow-up of IT-8773 as some opportunities didn't get updated.
Attached is the new report. The Owner SFDC Region and Owner SFDC Subregion fields that need to be updated are highlighted in yellow in columns N & O.

Please let me know if you have any question.
title: Follow-up of IT -8773: mass update Owner SFDC Region and Subregion
keywords: Owner SFDC Region, Owner SFDC Subregion, mass update, opportunities, follow-up

generalized_request_summary: Follow up on mass update of Owner SFDC Region and Subregion for opportunities.

- it_ticket_number: IT-903
project_category: Salesforce
record_type: General Support
sub_record_type: ""
resolution_or_root_cause: Opportunity to Quote Record Type mapping is missing in custom setting, Added it manually.

request_details: |

"Opportunity - Budgetary" -> "Budgetary Quote"

Hello,

I have a problem when i have an opportunity type "budgetary quote",

If i try to create a new proposal i see this error:

Attempt to de-reference a null object

An unexpected error has occurred. Your development organization has been notified.

title: Cannot create a quote

keywords: Quote, create, opportunity type, budgetary quote, proposal, null object, error

generalized_request_summary: Unable to create a quote from a "budgetary quote" opportunity type due to a null object error.

- it_ticket_number: IT-1093
project_category: Salesforce
record_type: User Access
sub_record_type: ""
resolution_or_root_cause: corrected you access, you should be able to access it now.
request_details: |
 Need to be able to use BOX SIGN
title: NEED TO HAVE BOX SETTING IN SFDC APP NOT PRESENT
keywords: Box Sign, SFDC App, access, settings
generalized_request_summary: User needs Box Sign functionality, but Box settings are missing in SFDC app.