EOT DATA UPDATE

# **Issue:**

SUMMARY: Please change my contact information:  
To: Order Specialist: Ma. Cristina Montealegre 915-303-3227 mm107r@att.com  
My Area Manager information:  
To: OS Area Manager: Mark Louie Tam 915-303-3218.

# **Sample Ticket:**

Ticket #: 000000225328851

# **Resolution Steps:**

1. Describe EOT\_USERS TABLE

Name Null? Type

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EOT\_HRID VARCHAR2(8)

EOT\_FIRSTNAME VARCHAR2(40)

EOT\_LASTNAME VARCHAR2(40)

EOT\_PHONE VARCHAR2(20)

EOT\_EMAIL VARCHAR2(30)

EOT\_ORG VARCHAR2(10)

ACTIVEIND VARCHAR2(1)

OUTOFOFFICE VARCHAR2(1)

EOT\_USERTYPE VARCHAR2(1)

BRSIND VARCHAR2(1)

RMANAGERID VARCHAR2(1)

PMANAGERID VARCHAR2(1)

WORKCENTER VARCHAR2(2)

MARKETSTRATA VARCHAR2(20)

APPROVEDUSER VARCHAR2(1)

AMGR\_HRID VARCHAR2(10)

1. Check user details in eot database.

Select \* from eot\_users where eot\_hrid = ‘mm107r’;

1. Update data accordingly which is stated on the ticket.
2. On TT# 000000225328851, request is to update phone number and manager’s ID**.**

**Update eot\_users set eot\_phone = ‘**915-303-3227’ , AMGR\_HRID = ‘manager‘s attid’ **Where eot\_hrid = ‘**mm107r’;