

#335437 Service Advisor parts interpreter

Submitted 11 May 2022 at 10:21 **Received via** Mail **Requester** Kirsty Harris <kirsty.harris@terraecat.co.nz>

CCs
IT Service Desk <servicedesk@terraecat.co.nz>, Kyle Field <kyle.field@terraecat.co.nz>

Status	Type	Priority	Group	Assignee
Solved	Task	Normal	Service Desk	Jess Beattie

Category
NAXT

Kirsty Harris May 11, 2022 at 10:21

Hi,
Can you please load a service advisor and parts interpreter role onto my Naxt, as I will be doing both roles in Dunedin.
[@Kyle Field](#), can you please approve this request as IT needs approval.



Thanks
Kirsty Harris
Service Advisor - Terra Cat
24 Teviot Street, PO Box , Dunedin, 9310

E: Kirsty.Harris@terraecat.co.nz | W: terraecat.co.nz |  



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Kyle Field May 11, 2022 at 10:25

Approved
Kyle Field
Branch Manager - Terra Cat
24 Teviot Street, South Dunedin, PO Box 543, Dunedin, 9012
M: +6421427502 |
E: Kyle.Field@terraecat.co.nz | W: terraecat.co.nz |  



From: Kirsty Harris <Kirsty.Harris@terraecat.co.nz>
Sent: Wednesday, 11 May 2022 10:22 am
To: IT Service Desk <ServiceDesk@terraecat.co.nz>
Cc: Kyle Field <Kyle.Field@terraecat.co.nz>
Subject: Service Advisor parts interpreter

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Jess Beattie May 11, 2022 at 11:26

Hey Kirsty,
How long will you need this extra access for? Or will this be a permanent thing doing both service and parts tasks?



Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Kyle Field May 11, 2022 at 11:31

Jess

This will be permeant

Kyle Field
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24 Teviot Street, South Dunedin, PO Box 543, Dunedin, 9012
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From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Wednesday, 11 May 2022 11:26 am
To: Kirsty Harris <Kirsty.Harris@terracat.co.nz>
Cc: IT Service Desk <ServiceDesk@terracat.co.nz>; Kyle Field <Kyle.Field@terracat.co.nz>
Subject: [IT Service Desk] Re: Service Advisor parts interpreter

Your request (335437) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/05/2022, 11:26 NZST

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Jess Beattie May 11, 2022 at 11:39

Internal note

Hello,

Do you know anything about Kirsty Harris being both a Service Advisor and Parts Interpreter permanently?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Kyle Field (IT Service Desk) <support@itsdterraecat.zendesk.com>

Sent: Wednesday, 11 May 2022 11:31 am

To: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Subject: [IT Service Desk] Re: Service Advisor parts interpreter

This ticket ([#335437](#)) has been updated.

itsdterraecat.zendesk.com/agent/tickets/335437

Kyle Field

11 May 2022, 11:31 GMT+12

Jess

This will be permeant

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Branch Manager - Terra Cat

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Ticket # 335437

Status Open

Requester Kirsty Harris

CCs IT Service Desk, Kyle Field

Followers -

Group Service Desk

Assignee Jess Beattie

Priority Normal

Type Task

Channel By Mail

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[KY3PXW-6YP6]Ticket-Id:335437Account-Subdomain:itsdterracat

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Hi Jess,



I am not too sure. Jane, is this a special element to Kirsty's role?

Kiana Saltarelli

People and Culture Administrator - Terra Cat

24 Amyes Road, PO Box 16 168, Christchurch, 8042

M: +6421392482 | **DDI:** +6439832351

E: Kiana.Saltarelli@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Sent: Wednesday, 11 May 2022 11:39 am

To: Halley Thompson <Halley.Thompson@terraecat.co.nz>; Kiana Saltarelli <Kiana.Saltarelli@terraecat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterraecat.zendesk.com>

Subject: FW: [IT Service Desk] Re: Service Advisor parts interpreter

Hello,

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Cc: IT Service Desk <ServiceDesk@terracat.co.nz>; Kyle Field <Kyle.Field@terracat.co.nz>
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Kyle Field

| 11/05/2022, 10:25 NZST

Approved

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M: +6421427502 |

E:Kyle.Field@terracat.co.nz |W: terracat.co.nz | ☐ ☐

From: Kirsty Harris <Kirsty.Harris@terracat.co.nz>

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To: IT Service Desk <ServiceDesk@terracat.co.nz>

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Ticket # 335437

Status Open

Requester Kirsty Harris

CCs IT Service Desk, Kyle Field

Followers -

Group Service Desk

Assignee Jess Beattie

Priority Normal

Type Task

Channel By Mail

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[KY3PXW-6YP6]Ticket-Id:335437Account-Subdomain:itsdterracat

Jane Hunter May 11, 2022 at 11:49

Internal note

Jess hi

Yes, she has a permanent role with Terra Cat now (she has moved from TWL).

Her job title is Service Advisor, but she will also be working across the parts function as well.

Kyle may be able to give you more info if required.



Thanks

Jane Hunter

Recruitment Manager - Terra Cat

16 Branston St, PO Box 16168, Christchurch, 8441

M: +64212290813 | **DDI:** +6439832380

E: Jane.Hunter@terracat.co.nz | **W:** terracat.co.nz |  



From: Kiana Saltarelli <Kiana.Saltarelli@terracat.co.nz>

Sent: Wednesday, 11 May 2022 11:47 am

To: Jess Beattie <Jess.Beattie@terracat.co.nz>; Jane Hunter <Jane.Hunter@terracat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>

Subject: RE: [IT Service Desk] Re: Service Advisor parts interpreter

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Branch Manager - Terra Cat

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[REDACTED]

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CCs IT Service Desk, Kyle Field
Followers -
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Task
Channel By Mail

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[KY3PXW-6YP6]Ticket-Id:335437Account-Subdomain:itsdterracat

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Jess Beattie May 11, 2022 at 11:51

Internal note

Thanks Ladies 😊

Just needed that confirmation from you to prove that she is in fact doing both roles before I make changes to her account

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98

E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |  



From: Jane Hunter <Jane.Hunter@terracat.co.nz>
Sent: Wednesday, 11 May 2022 11:49 am
To: Kiana Saltarelli <Kiana.Saltarelli@terracat.co.nz>; Jess Beattie <Jess.Beattie@terracat.co.nz>
Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com>
Subject: RE: [IT Service Desk] Re: Service Advisor parts interpreter

Jess hi

Yes, she has a permanent role with Terra Cat now (she has moved from TWL).

Her job title is Service Advisor, but she will also be working across the parts function as well.

Kyle may be able to give you more info if required.

Thanks

Jane Hunter

Recruitment Manager - Terra Cat

16 Branston St, PO Box 16168, Christchurch, 8441

M: +64212290813 | **DDI:** +6439832380

E: Jane.Hunter@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Kiana Saltarelli <Kiana.Saltarelli@terraecat.co.nz>

Sent: Wednesday, 11 May 2022 11:47 am

To: Jess Beattie <Jess.Beattie@terraecat.co.nz>; Jane Hunter <Jane.Hunter@terraecat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterraecat.zendesk.com>

Subject: RE: [IT Service Desk] Re: Service Advisor parts interpreter

Hi Jess,

I am not too sure. Jane, is this a special element to Kirsty's role?

Kiana Saltarelli

People and Culture Administrator - Terra Cat

24 Amyes Road, PO Box 16 168, Christchurch, 8042

M: +6421392482 | **DDI:** +6439832351

E: Kiana.Saltarelli@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Sent: Wednesday, 11 May 2022 11:39 am

To: Halley Thompson <Halley.Thompson@terraecat.co.nz>; Kiana Saltarelli <Kiana.Saltarelli@terraecat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterraecat.zendesk.com>

Subject: FW: [IT Service Desk] Re: Service Advisor parts interpreter

Hello,

Do you know anything about Kirsty Harris being both a Service Advisor and Parts Interpreter permanently?

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Kyle Field (IT Service Desk) <support@itsdterraecat.zendesk.com>

Sent: Wednesday, 11 May 2022 11:31 am

To: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Subject: [IT Service Desk] Re: Service Advisor parts interpreter

This ticket ([#335437](#)) has been updated.

itsdterraecat.zendesk.com/agent/tickets/335437

Kyle Field

11 May 2022, 11:31 GMT+12

Jess

This will be permeant

Kyle Field

Branch Manager - Terra Cat

24 Teviot Street, South Dunedin, PO Box 543, Dunedin, 9012

M: +6421427502 |

E: Kyle.Field@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Wednesday, 11 May 2022 11:26 am

To: Kirsty Harris <Kirsty.Harris@terracat.co.nz>

Cc: IT Service Desk <ServiceDesk@terracat.co.nz>; Kyle Field <Kyle.Field@terracat.co.nz>

Subject: [IT Service Desk] Re: Service Advisor parts interpreter

Your request (335437) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

11/05/2022, 11:26 NZST

Hey Kirsty,

How long will you need this extra access for? Or will this be a permanent thing doing both service and parts tasks?

| Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Kyle Field

| 11/05/2022, 10:25 NZST

Approved

Kyle Field

Branch Manager - Terra Cat

24 Teviot Street, South Dunedin, PO Box 543, Dunedin, 9012

M: +6421427502 |

E: Kyle.Field@terracat.co.nz | W: terracat.co.nz |  

From: Kirsty Harris <Kirsty.Harris@terracat.co.nz>

Sent: Wednesday, 11 May 2022 10:22 am

To: IT Service Desk <ServiceDesk@terracat.co.nz>

Cc: Kyle Field <Kyle.Field@terracat.co.nz>

Subject: Service Advisor parts interpreter

Hi,

Can you please load a service advisor and parts interpreter role onto my Naxt, as I will be doing both roles in Dunedin.

[@Kyle Field](#), can you please approve this request as IT needs approval.

Thanks

Kirsty Harris
Service Advisor - Terra Cat
24 Teviot Street, PO Box , Dunedin, 9310

E:Kirsty.Harris@terracat.co.nz |W: terracat.co.nz | 



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Kirsty Harris

11/05/2022, 10:21 NZST

Hi,
Can you please load a service advisor and parts interpreter role onto my Naxt, as I will be doing both roles in Dunedin.
[@Kyle Field](#), can you please approve this request as IT needs approval.

Thanks
Kirsty Harris
Service Advisor - Terra Cat
24 Teviot Street, PO Box , Dunedin, 9310

E:Kirsty.Harris@terracat.co.nz |W: terracat.co.nz | 



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[KY3PXW-6YP6]

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You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

Ticket # 335437

Status Open

Requester Kirsty Harris

CCs IT Service Desk, Kyle Field

Followers -

Group Service Desk

Assignee Jess Beattie
Priority Normal
Type Task
Channel By Mail

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[KY3PXW-6YP6]Ticket-Id:335437Account-Subdomain:itsdterracat

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Jess Beattie May 11, 2022 at 12:39

Before:

Internal note

The screenshot shows a user management application window. At the top is a 'File' menu and a 'User' tab. Below the tab is a toolbar with icons for 'Edit', 'Delete', 'User', 'Import', 'Options', 'Relations', 'Profiles', 'Log', 'Online time', and 'Attachments'. These are grouped into four sections: 'Maintain' (Edit, Delete), 'New' (User, Import), 'Set up' (Options, Relations, Profiles), and 'Related information' (Log, Online time, Attachments). Below the toolbar, the user 'kirstyha' is selected. The 'General' section shows fields for 'User ID' (kirstyha), 'User name' (Kirsty Harris), 'Network domain' (ad.ggh.co.nz), 'Alias' (kirstyha), and 'Account type' (Active Directory user). To the right of these fields are labels for 'Default company:', 'Enabled:', 'Current partition is', and 'External:'. Below the 'General' section is the 'User's roles' section, which contains a toolbar with 'Assign roles', 'Remove', 'Assign organisations', and 'Edit role'. A tree view under 'Roles' lists 18 roles, including 'ExFlow web user role', 'GGH Client Access Log', 'SDI Purchase Order Approver', 'SDI Purchase Order Creator V2', 'SDI Purchasing Approver', 'SDI Service Call Credit Note', 'SDI Time Approval', 'System user', 'TC CRM Contact Creator', 'TC Delivery Note Viewer', 'TC Employee User Role', 'TC Freight Estimator Assistant', 'TC Service Call Closing Summary', 'TC Service End 2 End', 'TC Service Module Advanced Functions', 'TC Service Module Basic Functions', and 'TC Service Time Entry'.

File **User**

Edit Delete User Import Options Relations Profiles Log Online time Attachments

Maintain New Set up Related information Attachments

kirstyha

General

User ID: kirstyha Default company:

User name: Kirsty Harris Enabled:

Network domain: ad.ggh.co.nz Current partition is

Alias: kirstyha External:

Account type: Active Directory user

User's roles

Assign roles Remove Assign organisations Edit role

Roles

- ExFlow web user role
- GGH Client Access Log
- SDI Purchase Order Approver
- SDI Purchase Order Creator V2
- SDI Purchasing Approver
- SDI Service Call Credit Note
- SDI Time Approval
- System user
- TC CRM Contact Creator
- TC Delivery Note Viewer
- TC Employee User Role
- TC Freight Estimator Assistant
- TC Service Call Closing Summary
- TC Service End 2 End
- TC Service Module Advanced Functions
- TC Service Module Basic Functions
- TC Service Time Entry

Jess Beattie May 11, 2022 at 12:55

Internal note

before:



New case
 Image
 Delete
Maintain

Hire new worker
 Transfer worker
 Terminate
 Create eligibility event

Worker position assignments
 Add assignment
 Edit assignment
 End assignment

Employment history
 Maintain versions

Buyer groups
 Dispatch team
 User requests
 Worker task assignments
 Dispatcher's default wor...
Set up

Profile

Employment

Sales/Purch details

Absence

Compensation

Payroll

Competencies and development

● Parts

Order class

WMS

Service

Power Systems

IT

Current record

Kirsty Harris

Parts

Inquiry defaults

Parts inquiry default: 68A

Source of supply

SOS: 000

Backorder auto-release

Transfer parts: ☒

Transfer service: ☒

Emergency parts: ☐

Emergency service: ☐

Stock parts: ☐

Stock service: ☐

Backorder review PO control disabled: ☐

Stocked status authority

Stocked status enabled: ☐

Return policy

Enable override return policy: ☐

Enable select return exception: ☐

Validate to Date:

Smart sourcing

Smart sourcing disabled: ☐

Setup

Enable direct item entry: ☐

Enable create outstanding cores: ☐

Production shipment instructions: Default

Sales shipment instructions: Direct ship transfer

Enable SOS direct item entry: ☐

Parts Inventory Collaboration – PIC

Enable to modify PIC created orders: ☐

File **Worker** Time registration Project management Expense management Payroll WMS

Edit New case Image Delete Maintain

Hire new worker Transfer worker Terminate Create eligibility event Personnel actions

Worker position assignments Add assignment Edit assignment End assignment Position assignment

Employment history Versions

Profile

Employment

Sales/Purch details

Absence

Compensation

Payroll

Competencies and development

Parts

Order class

WMS

Service

Power Systems

IT

Current record

Kirsty Harris

Assignments

Order class: SERVICE

Selected		Available	
CAT EQUIP	CAT New	CANCELLED	Canc
ITEM SERV	Service It	CAT MINING	CAT I
OVERHEADS	Overhead	CAT TRUCKS	CAT C
OWM	Outside W	CAT USED	CAT I
PARTEQUIP	Parts Orde	ENG	NLA E
PARTGMH	NLA Parts	ENG PRD	NLA E
SERVICE	Service M	GMH EQUIP	NLA C
		GMH RENTAL	NLA C
		GMH SVC	NLA A

Jess Beattie May 11, 2022 at 12:56

I have now added that extra access to your next profile. You will need to close and reopen next in order for the change to take effect :)

Kind regards,
Jess Beattie

Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz