

#334653 Georgia Duncan

Submitted Received via Requester

Des Johnstone <des.johnstone@goughcat.co.nz> 26 April 2022 at 09:43 Mail

CCs

Angie MacDonald <angie.macdonald@terracat.co.nz>, IT Service Desk <servicedesk@terracat.co.nz>

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

Category

Account Management

Des Johnstone April 26, 2022 at 09:43

Can we ensure Georgia Duncan has access to her previous role and her new rental role for at least the next four weeks.

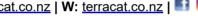
Thanks Des

Des Johnstone

Manager Used Equipment and Rental - Terra Cat

Kerrs Road, PO Box 98 975, Auckland, 2104 M: +6421906638 | DDI: +6499098328

E: Des.Johnstone@terracat.co.nz | W: terracat.co.nz | I I 0





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Jess Beattie April 26, 2022 at 09:50

Internal note

Hey Angie,

I amended Georgia's account this morning to reflect her new role. Des is now asking if she can have access to her previous role for the next few weeks. Do you approve of this?

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 | I @



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Tuesday, 26 April 2022 9:46 am

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

Subject: [IT Service Desk] Assignment: Georgia Duncan

You have been assigned to this ticket (#334653).

Des Johnstone

26 Apr 2022, 09:43 GMT+12

Hi

Can we ensure Georgia Duncan has access to her previous role and her new rental role for at least the next four weeks.

Thanks Des

Des Johnstone

Manager Used Equipment and Rental - Terra Cat

Kerrs Road, PO Box 98 975, Auckland, 2104

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Ticket # 334653

Status Open

Requester Des Johnstone

CCs Angie MacDonald, IT Service Desk

Followers -

Group Service Desk

Assignee Jess Beattie

Priority

Type Ticket

Channel By Mail

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[2QMV7M-884W]Ticket-Id:334653Account-Subdomain:itsdterracat

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Angie MacDonald April 26, 2022 at 09:56

Internal note

Yes please – until end of May Thanks angie

Angie MacDonald

Customer Support Centre Manager - Terra Cat

16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212213251 |

E: Angie.MacDonald@terracat.co.nz | W: terracat.co.nz | I I I



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

Sent: Tuesday, 26 April 2022 9:51 am

To: Angie MacDonald <Angie.MacDonald@terracat.co.nz>

Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com> Subject: FW: [IT Service Desk] Assignment: Georgia Duncan

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Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98

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Sent: Tuesday, 26 April 2022 9:46 am

To: Jess Beattie < <u>Jess.Beattie@terracat.co.nz</u>>

Subject: [IT Service Desk] Assignment: Georgia Duncan

You have been assigned to this ticket (#334653).

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26 Apr 2022, 09:43 GMT+12

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Thanks Des

Des Johnstone

Manager Used Equipment and Rental - Terra Cat

Kerrs Road, PO Box 98 975, Auckland, 2104

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Ticket # 334653

Status Open

Requester Des Johnstone

CCs Angie MacDonald, IT Service Desk

Followers

Group Service Desk

Assignee Jess Beattie

Priority Type Ticket
Channel By Mail

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[2QMV7M-884W]Ticket-Id:334653Account-Subdomain:itsdterracat

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Jess Beattie April 26, 2022 at 10:01

Internal note

Awesome, no worries, I will get that sorted 😊

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98



From: Angie MacDonald <Angie.MacDonald@terracat.co.nz>

Sent: Tuesday, 26 April 2022 9:57 am

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

Cc: Zendesk ITSD Terra Cat <support@itsdterracat.zendesk.com> **Subject:** RE: [IT Service Desk] Assignment: Georgia Duncan

Yes please – until end of May Thanks angie

Angie MacDonald

Customer Support Centre Manager - Terra Cat 16 Branston St, PO Box 16 168, Christchurch, 8042

M: +64212213251 |

E: Angie.MacDonald@terracat.co.nz | W: terracat.co.nz | I @



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

Sent: Tuesday, 26 April 2022 9:51 am

To: Angie MacDonald < Angie. MacDonald@terracat.co.nz >

Cc: Zendesk ITSD Terra Cat < support@itsdterracat.zendesk.com > **Subject:** FW: [IT Service Desk] Assignment: Georgia Duncan

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



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Subject: [IT Service Desk] Assignment: Georgia Duncan

You have been assigned to this ticket (#334653)

Des Johnstone

26 Apr 2022, 09:43 GMT+12

Hi,

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Thanks Des

Des Johnstone Manager Used Equipment and Rental - Terra Cat

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CCs Angie MacDonald, IT Service Desk

Followers

Group Service Desk

Assignee Jess Beattie

Priority -

Type Ticket

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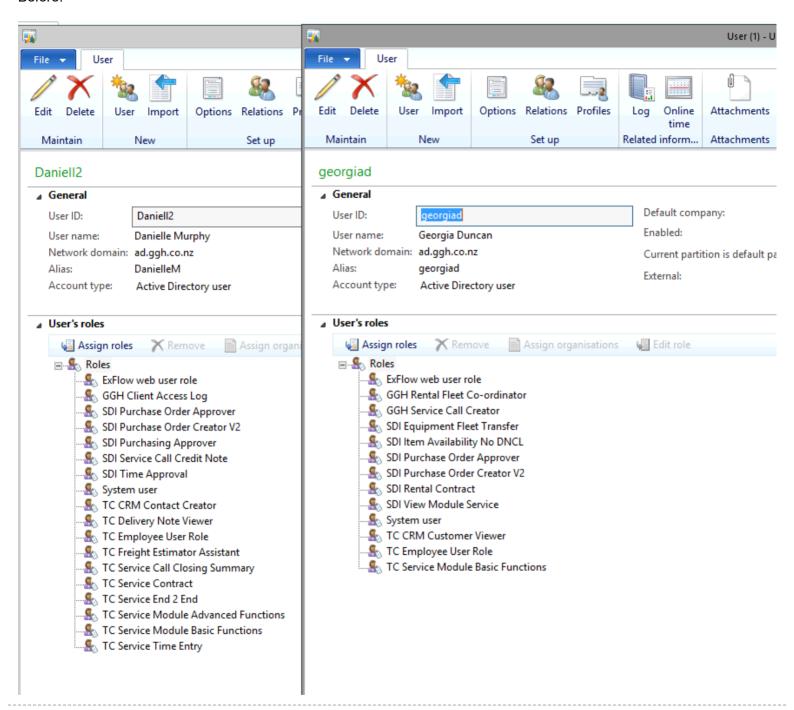
[2QMV7M-884W]Ticket-Id:334653Account-Subdomain:itsdterracat

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Access to old role for a few more weeks Service Advisor

User roles = Worker fields = AD groups =

Before:



Jess Beattie April 26, 2022 at 10:17

User roles = Done Worker fields = Done AD groups = Done Internal note

Jess Beattie April 26, 2022 at 10:18

Hey Des,

I have now added Georgia's previous role access back on :)

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

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