

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Manage your Contact Center in Agent Setup

View audit trail



Administrator

The Audit Trail, located in the **Audit** section, details the actions taken in your Agent Setup application, including update, delete, import, login, and logout activities.

Related documentation:

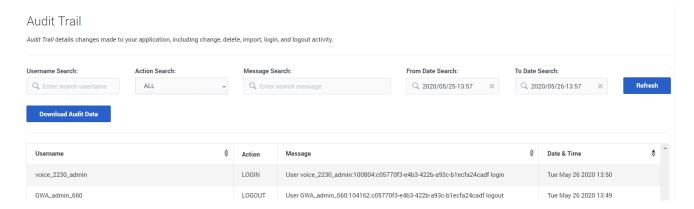
.

Tip

All Users who have the required roles and permissions set in Access Groups can perform these tasks.

Important

There are currently no limits placed on the number of audit logs or how long they are kept in the Audit Trail.



The summary table on the Audit tab contains an entry for every action taken in the application. The table lists the following details:

• Username - Of the user who made the change.

- Action The type of action made. See a description of each action in the table below.
- Message Specific details about the action. This could be the exact file name of an imported file or the name of a skill that was updated or created.
- Date & Time The date and time that the action took place.
- Refresh Updates/refreshes the audit search results.
- Download Audit Data Exports the audit logs to .xlsx files.

If you click on any entry within this summary table, a new **Audit complete information** window appears. It lists the details outlined above and includes the **Audit Record** ID.

Each action type is documented in the table below. Note that an 'object' can mean an agent, an agent group, a skill, or a transaction.

Action	Description
LOGIN	A user (identified by a username) has logged in. The Message field specifies the following information about the user who logged in:
	Username
	• User ID
	Contact Center ID
	The action (login), including any applicable reason or error.
LOGOUT	A user (identified by a username) has logged out. The Message field specifies the following information about the user who logged out:
	Username
	• User ID
	Contact Center ID
	The action (login), including any applicable reason or error.
CREATED	An object was created (for example, a new agent).
DELETED	An object was deleted (for example, an agent).
UPDATED	An object was updated. If, for example, an agent was added to an agent group, this entry identifies the user who made the update and the name of the user added to the group.
IMPORT	A file was imported. The Message field specifies the name of the file that was imported.
FAILED	A file failed to import.