# GENESYS™

# Manage your Contact Center in Agent Setup

View audit trail

5/21/2026

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  - 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:
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> ### 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.



## Audit Trail

*Audit Trail* details changes made to your application, including change, delete, import, login, and logout activity.

| Username Search: | Action Search: | Message Search: | From Date Search: | To Date Search: | |
|---|---|---|---|---|---|
| Enter search username | ALL | Enter search message | 2020/05/25-13:57 | 2020/05/26-13:57 | Refresh |

Download Audit Data

| Username | Action | Message | Date & Time |
|---|---|---|---|
| voice_2230_admin | LOGIN | User voice_2230_admin:100804:c05770f3-e4b3-422b-a93c-b1ecfa24cadf login | Tue May 26 2020 13:50 |
| GWA_admin_660 | LOGOUT | User GWA_admin_660:104162:c05770f3-e4b3-422b-a93c-b1ecfa24cadf logout | Tue May 26 2020 13:49 |

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:<br><br>• Username<br><br>• User ID<br><br>• Contact Center ID<br><br>• 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:<br><br>• Username<br><br>• User ID<br><br>• Contact Center ID<br><br>• 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. |