

A user's details were changed and I don't understand why

Ben Henley - 2024-05-05 - Comentarios (0) - Deskpro Legacy

Question:

A user's details were changed. I want to understand how it happened. How can I troubleshoot this?

Answer:

Open the user's record in the agent **CRM** app. At the lower left, the CHANGE LOG tab will show you when the change was made, and by which agent/process.

| NOTES 0 | CHANGE LOG | ACTIVITY STREAM | DETAIL |
|--|------------|-----------------|--------|
| Updated by Admin Admin, 1 minute ago | | | |
| Set last name to Terril | | | |
| Updated by Admin Admin, 9 minutes ago | | | |
| Set website url to http://example.biz | | | |
| Updated by Admin Admin, 9 minutes ago | | | |
| Set phone to 5552356363 | | | |
| Updated by Admin Admin, 12 minutes ago | | | |
| Added label vip | | | |