Deskpro

Extension of Audit Logs (5.2)

2017-03-13 - Lauren Cumming - Comments (0) - Product

We have now moved the Audit Log section from 'Server', which until now has only been accessible to our On-Premise clients, to 'Agents' in the admin section. Cloud accounts can now access these logs and track down changes that have been made to their helpdesk. You can now check for changes to the following areas:

- Tickets
- Users
- Organizations
- Portal
- Settings

Audit Logs

Performer ID		Performer		API Key ID	
Type		Object id		Record Name	
Action		Date created from/to			

Filter   Clear filters

Delete logs: Older than 1 day ▼   Delete!

ID	Record	Record Name	Action
81	ID: 536 PersonEmail	PersonEmail-536	people_emails.update
80	PersonEmail	PersonEmail-	people_emails.update
79	ID: 18 TicketTrigger	TicketTrigger-18	ticket_triggers.insert
78	ID: 17 TicketTrigger	TicketTrigger-17	ticket_triggers.insert
77	ID: 16 TicketTrigger	TicketTrigger-16	ticket_triggers.insert
76	Setting	"core.round_robin.enabled" setting	settings.replace
75	ID: 1 Template	DeskPRO:emails_user:ticket-new-validate-email.html.twig	templates.insert
74	ID: 4 Usergroup	All Non-Destructive Permissions	usergroups.update
73	ID: 3 Usergroup	All Permissions	usergroups.update
72	Setting	"core.problems.enabled" setting	settings.replace