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

Ben Henley - 2024-03-29 - Comment (1) - 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.

