

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

Ben Henley - 2024-04-26 - Comments (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			