

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

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### 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			