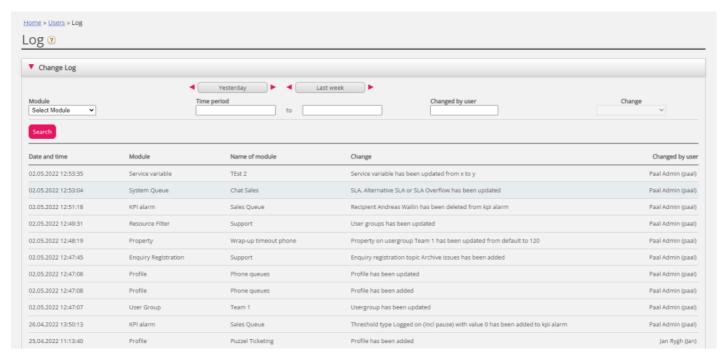


Change Log/Access Log

Change Log

The Change Log gives you an overview of changes made for the last 3 months. A list of the most recent changes made will appear.

You can search for changes made in a specific module, during a specific time period and/or done by a specific user.



The change log includes the most important changes. Changes are logged in these areas/modules:

- · Access point
- Archive subscription (e.g. changed storage time)
- · Chat config.
- Dashboards
- Dialler
- · Display queue
- · Enquiry registration
- KPI alarm
- Lists
- Profile
- Property (changes done on Users Products and the Administration page)
- Request (e.g. request deleted from queue)
- Resource (sound file updates)
- · Resource filter
- Service variable

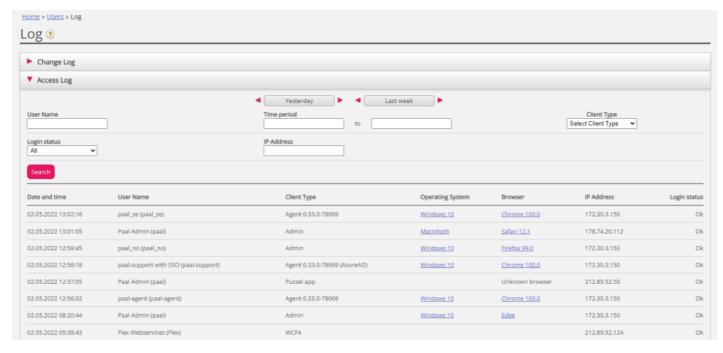


- Skill
- Services
- · Sound category
- System Queue (e.g. SLA change)
- · Time module
- User account
- · User group
- User status (agent log on/off/pause done by admins)
- Widget Tab (which tabs that are enabled/disabled in agent.puzzel.com)

The Change log is also available through the API (ChangeLogGet)

Access Log

The Access log is shown below the Change log for users that are given access to see it (Users - Products - Sign in to Puzzel - Show access log).



The Access log initially shows the 20 most recent sign in attempts to Puzzel (not logon to queue). You can search for sign in attempts with different search criteria like User name, Client type (e.g. Agent, Admin, PuzzelApp), Login status (OK, Rejected) and IP address.

For each sign in attempt to Puzzel with your customer number, the system stores the timestamp, username, OS, browser, the source IP address and the result (ok or failed). Sign in attempts are stored for **92 days**.

The Access log is also available through the API (AccessLogGet)

This Access log does not contain the sign ins done with the new Puzzel ID.