

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 screenshot shows the 'Change Log' interface. At the top, there are navigation links for 'Home', 'Users', and 'Log'. Below this is a search bar with a 'Log' label and a help icon. The main section is titled 'Change Log' and contains a filter area with buttons for 'Yesterday' and 'Last week', a 'Module' dropdown menu, a 'Time period' input field, a 'Changed by user' input field, and a 'Change' dropdown menu. A 'Search' button is located below the filter area. The main content is a table with the following columns: 'Date and time', 'Module', 'Name of module', 'Change', and 'Changed by user'. The table lists several recent changes, such as updates to service variables, system queues, KPI alarms, resource filters, properties, enquiry registrations, profiles, and user groups.

Date and time	Module	Name of module	Change	Changed by user
02.05.2022 12:53:35	Service variable	TEst 2	Service variable has been updated from x to y	Paal Admin (paal)
02.05.2022 12:53:04	System Queue	Chat Sales	SLA, Alternative SLA or SLA Overflow has been updated	Paal Admin (paal)
02.05.2022 12:51:18	KPI alarm	Sales Queue	Recipient Andreas Wallin has been deleted from kpi alarm	Paal Admin (paal)
02.05.2022 12:49:31	Resource Filter	Support	User groups has been updated	Paal Admin (paal)
02.05.2022 12:48:19	Property	Wrap-up timeout phone	Property on usergroup Team 1 has been updated from default to 120	Paal Admin (paal)
02.05.2022 12:47:45	Enquiry Registration	Support	Enquiry registration topic Archive issues has been added	Paal Admin (paal)
02.05.2022 12:47:08	Profile	Phone queues	Profile has been updated	Paal Admin (paal)
02.05.2022 12:47:08	Profile	Phone queues	Profile has been added	Paal Admin (paal)
02.05.2022 12:47:07	User Group	Team 1	Usergroup has been updated	Paal Admin (paal)
26.04.2022 13:50:13	KPI alarm	Sales Queue	Threshold type Logged on (incl pause) with value 0 has been added to kpi alarm	Paal Admin (paal)
25.04.2022 11:13:40	Profile	Puzzel Ticketing	Profile has been added	Jan Rygh (Jan)

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).

Date and time	User Name	Client Type	Operating System	Browser	IP Address	Login status
02.05.2022 13:02:16	paal_se (paal_se)	Agent 0.33.0-78069	Windows 10	Chrome 100.0	172.30.3.150	Ok
02.05.2022 13:01:05	Paal Admin (paal)	Admin	Macintosh	Safari 12.1	178.74.20.112	Ok
02.05.2022 12:59:45	paal_no (paal_no)	Admin	Windows 10	Firefox 99.0	172.30.3.150	Ok
02.05.2022 12:58:18	paal-support with SSO (paal-support)	Agent 0.33.0-78069 (AzureAD)	Windows 10	Chrome 100.0	172.30.3.150	Ok
02.05.2022 12:57:05	Paal Admin (paal)	Puzzel app		Unknown browser	212.89.52.50	Ok
02.05.2022 12:56:02	paal-agent (paal-agent)	Agent 0.33.0-78069	Windows 10	Chrome 100.0	172.30.3.150	Ok
02.05.2022 08:20:44	Paal Admin (paal)	Admin	Windows 10	Edge	172.30.3.150	Ok
02.05.2022 05:39:43	Flex Webservices (Flex)	WCF4			212.89.52.124	Ok

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.