

Change Log/Access Log

Change Log

Under Change Log visas en översikt över de ändringar som har gjorts de senaste tre månaderna. En lista med de senaste ändringarna visas.

Du kan söka på ändringar som har gjorts i en specifik modul, under en specifik tidsperiod och/eller av en specifik användare.

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)

Ändringsloggen inkluderar de viktigaste ändringarna. De ändringar som omfattas av loggen kan ses i listrutan i fältet Module:

- Archive subscription (changed storage time)
- Chat config
- Dialler
- Display queue
- System Queue (e.g. SLA change)
- Enquiry registration
- Filter
- KPI alarm
- Profile
- Property
- Request (e.g. request deleted from queue)
- Service variable
- Services
- Sound file, Sound category and Sound file in service
- Time module

- User account and User group
- User status (agent log on/off/pause done by admins)
- Widget Tab (which tabs that are enabled/disabled in agent.puzzel.com)

Access Log

Access Log visas under Change log för användare som har tillåtelse att se loggen (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

Access Log visar inledningsvis de 20 senaste inloggningsförsöken till Puzzel (inte inloggning på köer). Du kan söka efter inloggningsförsök med olika sökvillkor som användarnamn, klienttyp (exempelvis Agent, Admin, PuzzelApp), inloggningsstatus (OK, Rejected) och IP-adress.

Varje gång du försöker logga in i Puzzel med ditt kundnummer lagrar systemet tidsstämpelein, användarnamnet, info om operativsystem, webbläsare, käll-IP-adress och resultat (loggades in eller misslyckades). Inloggningsförsöken lagras i 90 dagar.