

## **Admin Activities**



*The Admin Activities section provides records of all admin activities: to include additions, modifications, and deletions. Through this section, all activities can be searched and filtered, as explained below.*

## Searching for an Activity

There are five ways to search for an Activity. Activities can be searched for using the separate filter options or a combination of filter options explained below:

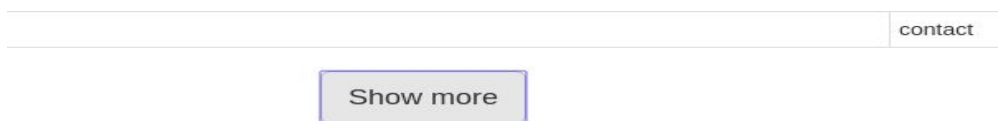
### Direct

All activities are listed in chronological order (most recent first) in the activity feed as shown below:

Action Date	User
2020-04-16 20:04:42	matthew.christina@callcenterstudio.com
2020-04-16 19:58:35	matthew.christina@callcenterstudio.com
2020-04-16 19:51:23	matthew.christina@callcenterstudio.com
2020-04-16 19:50:41	matthew.christina@callcenterstudio.com
2020-04-16 19:49:01	matthew.christina@callcenterstudio.com

1. Use the scroll bar on the right-hand side of the activity feed screen to scroll up and down to find the activity directly; the 75 most recent activities are shown. If desired, more activities can be displayed by clicking the “Show More” button,

**Show more**, displayed in the middle at the bottom of the first 75 activities. As shown below:



2. After finding a specific activity, the activity can be viewed in detail by clicking the highlighted in blue Action Date as shown below:

Action Date

2020-04-16 20:04:42

Once the highlighted in blue Action Date, is clicked, the following information can be observed:

Action Details ×

Action Date: 2020-04-14 20:25:40

User Name: matthew.christina@callcenterstudio.com

Admin User Name:

App Token:

Resource Type: contact

Action: update

Details:

Resource ID: ahRzfm11c3RlcmktaGl6bWV0bGVyaXIUCxIHQ29udGFjdBiAgLjB5ZyOCgyiARlkZW1vLmNhbgxjZW50ZXJzdHVkaW8uY29t

Source IP: 37.130.123.208

Source UA: Mozilla/5.0 (X11; Linux x86\_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/79.0.3945.88 Safari/537.36

OLD	NEW
1 listname=null	1 listname=null
2 nationalid=United States	2 nationalid=United States
3 workphone=null	3 workphone=null
4 description=null	4 description=Call Center
5 gender=	5 gender=
6 company=John's Call Center	6 company=John's Call Center
7 list=null	7 list=null
8 customerid=null	8 customerid=null
9 dateofbirth=2020-04-09	9 dateofbirth=2020-04-09
10 workaddress=null	10 workaddress=101 John's Way, Anywhere, USA, 10000
11 elastic_status=null	11 elastic_status=null
12 IsDeleted=false	12 IsDeleted=false
13 homeaddress=null	13 homeaddress=101 John's Way, Anywhere, USA, 10000
14 mobilephone=null	14 mobilephone=null
15 customfields=null	15 customfields=null
16 otherphone=null	16 otherphone=null
17 email=johnsmith@johnscallcenter.com	17 email=johnsmith@johnscallcenter.com
18 homephone=null	18 homephone=null
19 name=John Smith	19 name=John Smith
20	20

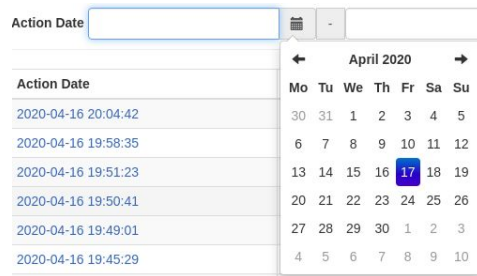
diff view generated by jsdiffib

As seen above, these action details show the update of a contact within the contacts section of the Administrator screen.

**Action Date**

The activity can also be filtered according to a date range, as demonstrated below:

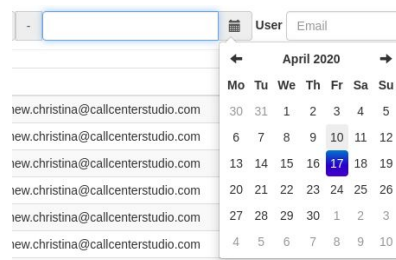
1. Click the “Action Date” start date input box. A calendar pop-up will appear to facilitate proper start date selection, as shown below:



2. Select the desired start date range, as demonstrated below:



3. Click the “Action Date” end date input box. A calendar pop-up will appear to facilitate accurate end date selection, as shown below:



4. Select the desired end date range as demonstrated below:



5. Click the Apply Filter button, , the filtered date range will be displayed in the activity feed showing the start date range first as shown below:

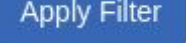
Action Date	User
2020-03-30 17:23:09	cemal.yilmaz@callcenterstudio.com
2020-03-30 13:26:42	umut.turhan@callcenterstudio.com
2020-03-30 13:12:56	umut.turhan@callcenterstudio.com
2020-03-30 13:12:16	umut.turhan@callcenterstudio.com

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**User**

1. Click the “User” input box, type the desired user’s complete email address, as shown below:

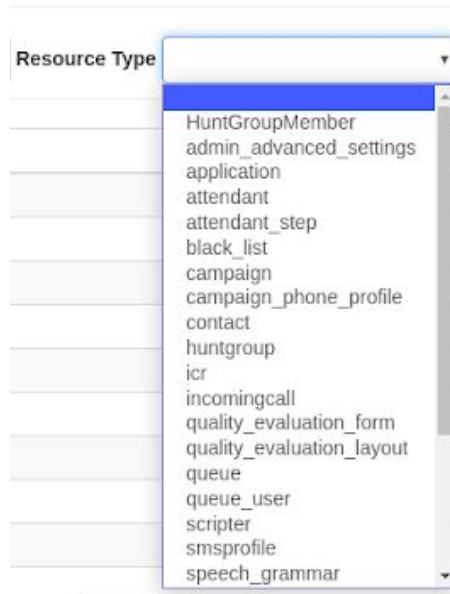
User

2. Click the Apply Filter button, , the filtered User range will be displayed in the activity feed showing the most recent date range first as shown below:

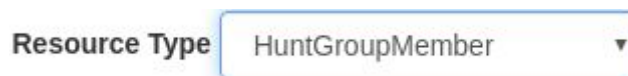
Action Date	User
2020-04-16 20:04:42	matthew.christina@callcenterstudio.com
2020-04-16 19:58:35	matthew.christina@callcenterstudio.com
2020-04-16 19:51:23	matthew.christina@callcenterstudio.com
2020-04-16 19:50:41	matthew.christina@callcenterstudio.com


## Resource Type

1. Click the “Resource Type” input box. A dropdown list will appear to facilitate proper resource type selection, as shown below:



2. Choose the desired Resource Type; an example is displayed below:

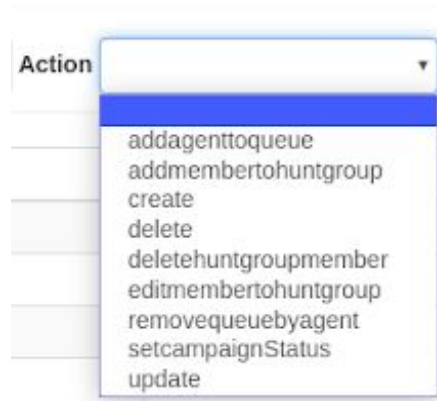


3. Click the Apply Filter button,  , the filtered resource type range will be displayed in the activity feed showing the most recent date range first as shown below:

Resource Type
HuntGroupMember
HuntGroupMember
HuntGroupMember

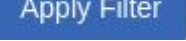
**Action**

1. Click the “Action” input box. A dropdown list will appear to facilitate accurate action selection, as shown below:



2. Using the dropdown list, choose the desired action. An example is displayed below:



3. Click the Apply Filter button,  , the filtered action range will be displayed in the activity feed showing the most recent date range first as shown below:

