icePhonebook User Guide

Part Number: UG_iPB_V1_E_20250918

icePhonebook for ice server version 14+

Table of Contents

What is icePhonebook?

The icePhonebook is a configurable directory that stores the details of various internal and external People. Each entry in the icePhonebook represents either an individual or destination address, for example, external businesses, frequently contacted individuals, or internal department numbers. This tool allows users to easily access and view information for individuals outside of the ice platform who have been added to the directory. Through the icePhonebook, users can conveniently initiate phone calls and compose emails without needing to manually enter People details.

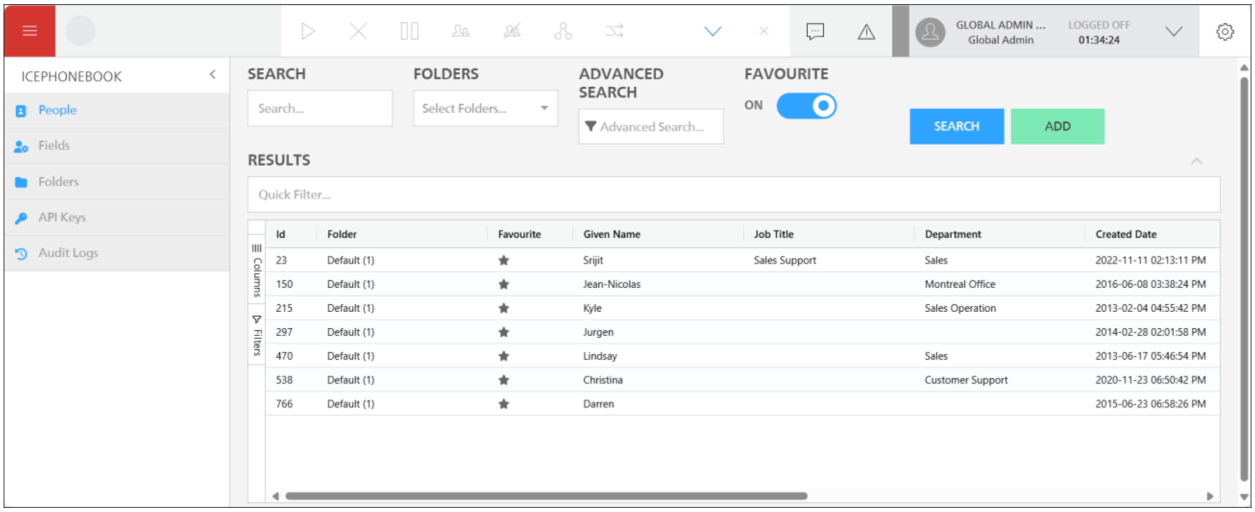
Administrators can create and update the icePhonebook People directory to ensure that the information is accurate and up to date. This enables users to seamlessly connect with their desired destination.

This User Guide will help you to understand and manage icePhonebook. It is divided into sections that cover each of the following topics:

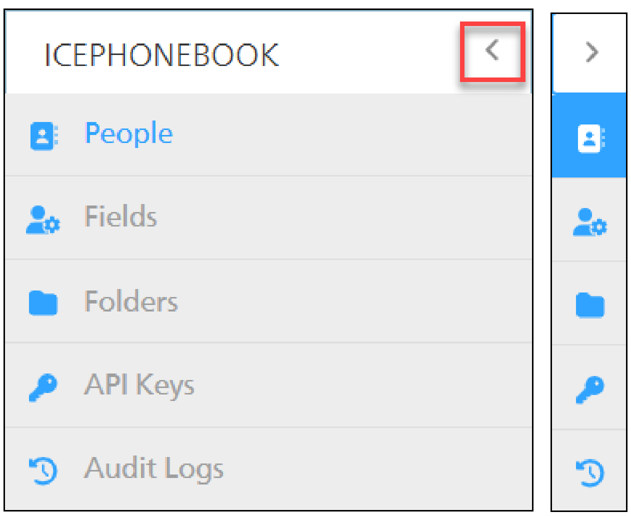
- Components of icePhonebook
- People
- Fields
- Folders
- API Keys
- Audit Logs

Components of icePhonebook

The icePhonebook is composed of two main components: a menu sidebar, and the main frame.



The menu sidebar allows you to navigate between the different pages within the icePhonebook. You may also minimize the side-bar by clicking on the arrow located in the upper-right corner of the menu bar.



<u>People:</u> The People directory page allows users with the appropriate permissions to view and manage all People in the icePhonebook.

Fields: The Fields page allows to administrators to create and manage the fields that appear that in the icePhonebook.

Folders: The Folders page allows administrators to create and manage folders to which People in the icePhonebook are assigned. Folder-level visibility settings allow for granular control over which People are visible to ice users. This feature is particularly useful for contact centers with multiple teams, as it allows for the organization of People into distinct folders, making it easier for icePhonebook users to locate key individuals.

API Keys: The API Keys page allows administrators to create and delete API Keys used to manage icePhonebook People.

Audit Logs: The Audit Logs page allows users with the correct permissions to review the changes made to the icePhonebook. It tracks information including the timestamp of the change, who the change was made by, and what property was changed.

Note:

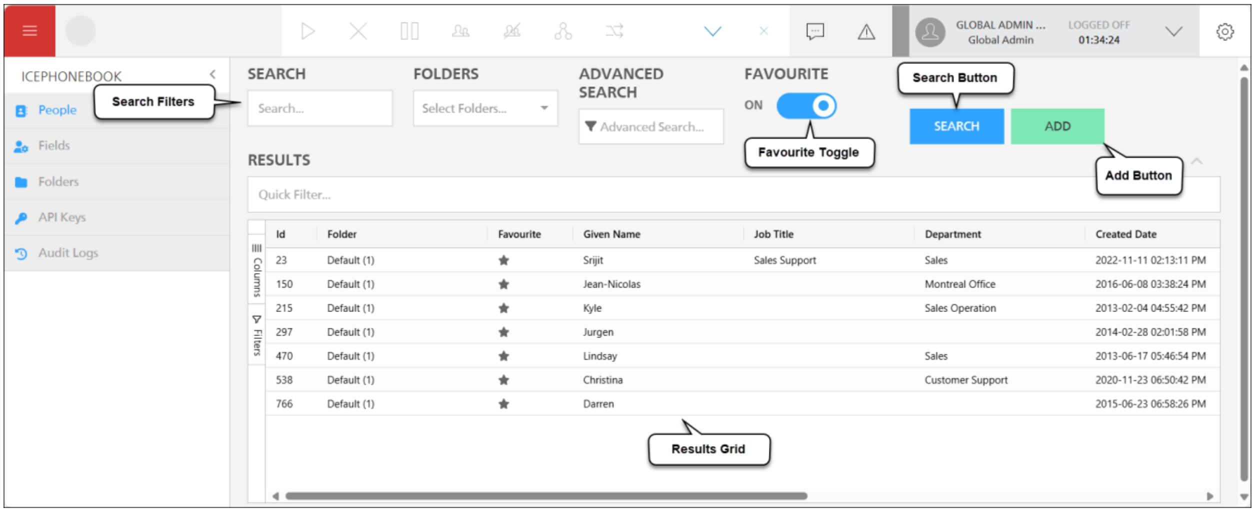
In icePhonebook, the term **Person** refers to a single individual user or destination that you are attempting to reach, while **People** is used when referring to multiple individuals or destinations. While traditional phonebooks typically use the term *contact*, within the ice platform a *contact* specifically refers to an interaction within the system, such as a call, email, instant message (IM), web chat, SMS, etc. To avoid confusion and to maintain clarity within the system, icePhonebook uses the term Person and People to describe individuals or destinations, distinguishing them from contact interactions.

People

The People directory page provides access to a predefined directory, allowing icePhonebook users to search for individuals, view their details, update information, and contact them directly by phone or email. It includes search filters at the top of the page to help locate specific individuals efficiently.

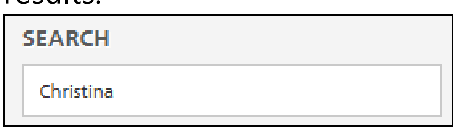
Searching for a Person

The People directory consists of three filters (Search, Folders and Advanced Search), the favourites toggle, the search button, the add button, and the results grid.

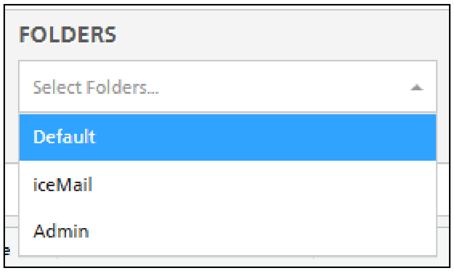


To search for a Person:

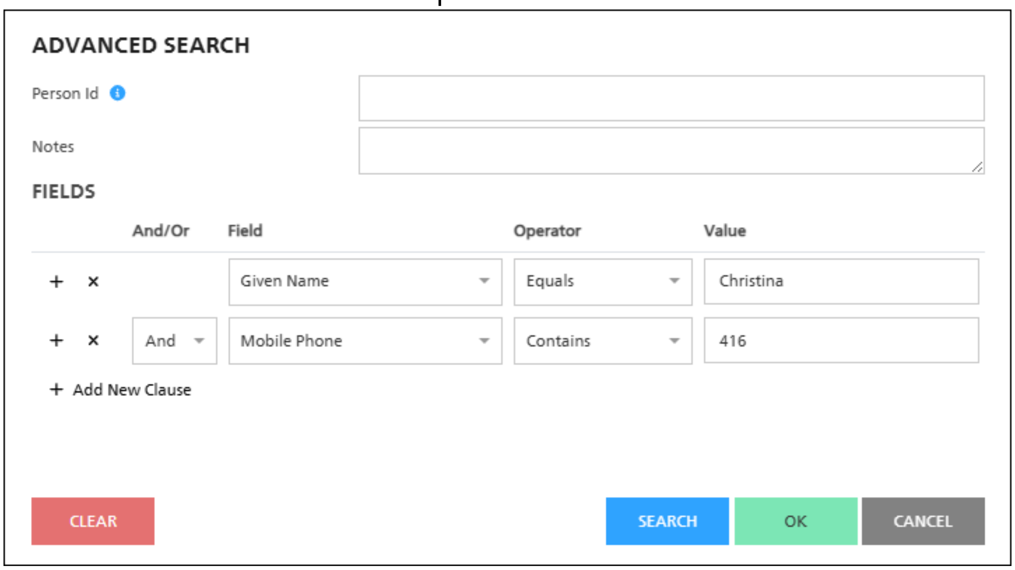
1. The Search filter searches through all the People directory fields for a match. If you know the name of the Person, or specific details stored in one of the fields, you can enter that information directly into the search filter to find relevant results.



2. To filter your search results based on the folder, select the folder from the drop-down list.
   Note: Folder visibility is dependent on the folders you have been granted access to. For more information, see Folders.



3. To further specify your search results, you can use the Advanced search. Click in the Advanced Search field to open the search window.

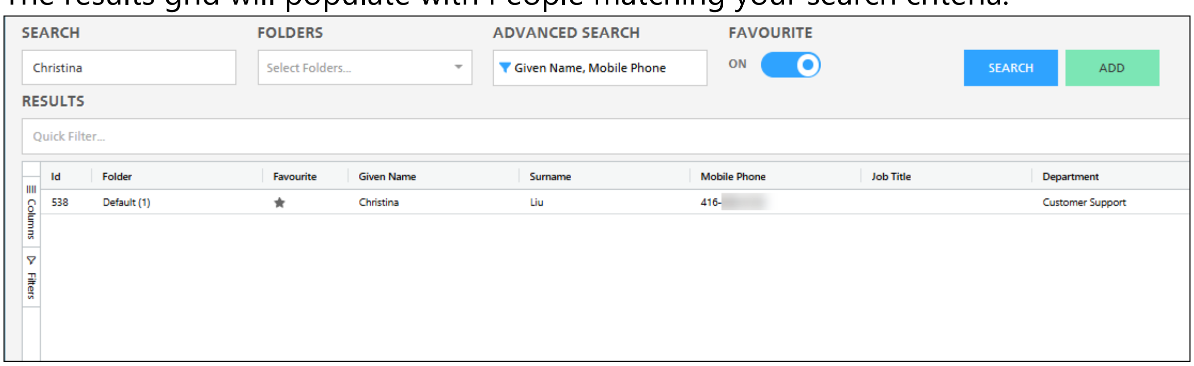


4. In the advanced search window, you can search by Person ID, the notes field, or values in other icePhonebook fields. The table below defines the list of advanced search options.

Advanced Search Fields	
Field	**Description**
Person ID	The ID of the Person you are searching for. This can be a single ID or a comma separated list of IDs.
Notes	Use this field to search for a value found in a Person’s notes field.

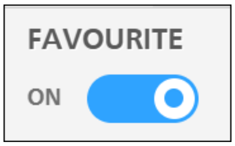
Fields	
Add New Clause	Select this button to add a field search condition.
And/Or	Select an option from the drop-down list to specify the relationship between clauses. Options include: • And • Or
Field	Select the field to perform the search on.
Operator	Select from the dropdown list. Options include: • Equals • Not Equals • Contains • Not Contains • Starts With • Ends With • Greater Than • Less Than
Value	Enter the value to be searched for in the selected field.

5. Once you have specified your search options, click Search.
6. The results grid will populate with People matching your search criteria.



Favourite Filter

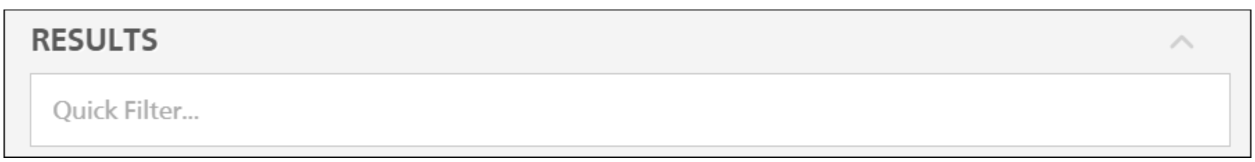
In icePhonebook, you can mark a Person as a favourite to easily filter and access your frequently contacted People. To view only those marked as favourites, enable the Favourite toggle.



Note: Favourites are a global setting and cannot be configured on a per-user basis. This means that any changes to the People marked as favourites will be shown to all icePhonebook users with the appropriate permissions.

Quick Filter

The quick filter can be used to further filter through the search results. You can enter any keyword or phrase to search through the fields.

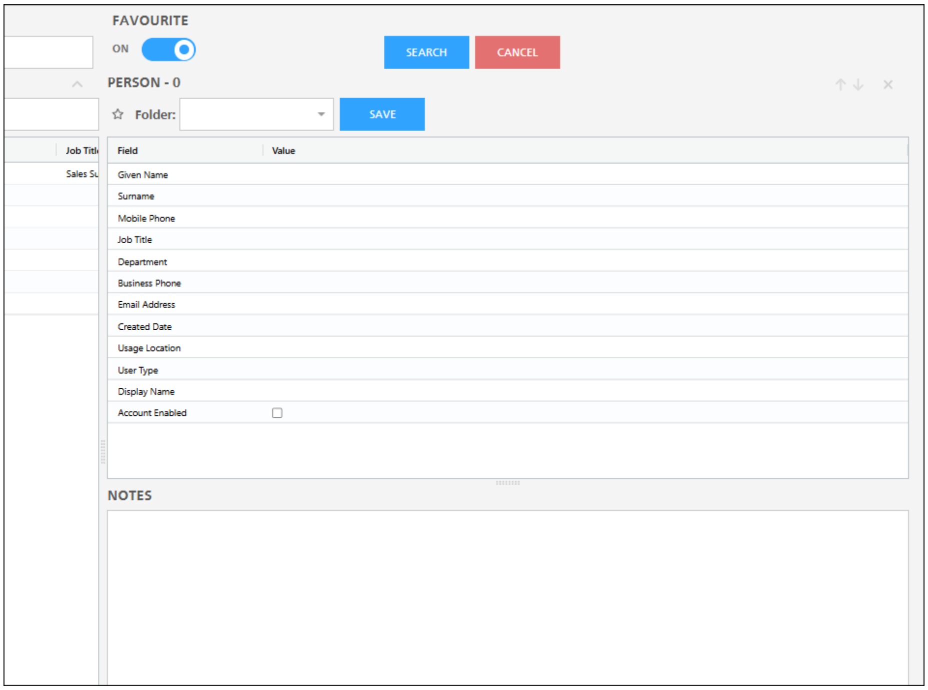


Adding a New Person

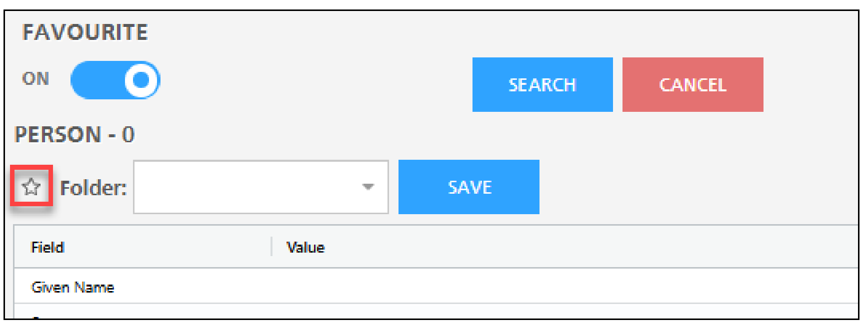
Administrators can add new People to the icePhonebook in two ways: through the Add button on the People directory page, or through the API.

To add a new user through the People directory, follow the steps below.

1. Click the Add button. The detail view opens on the right.

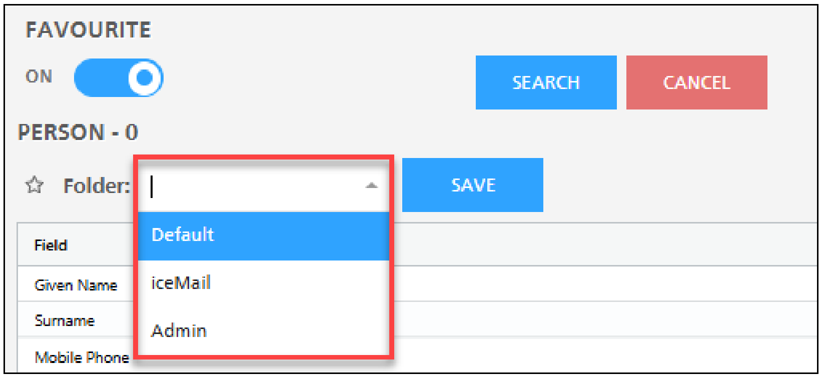


2. If you would like to mark this Person as a favourite, click the star icon to the left of the Folder.



Remember: This will mark this Person as a favourite for all users of icePhonebook.

3. Select the folder you would like to assign to this Person. The folder assignment determines which ice users can see this Person in icePhonebook. For more information, see Folders.

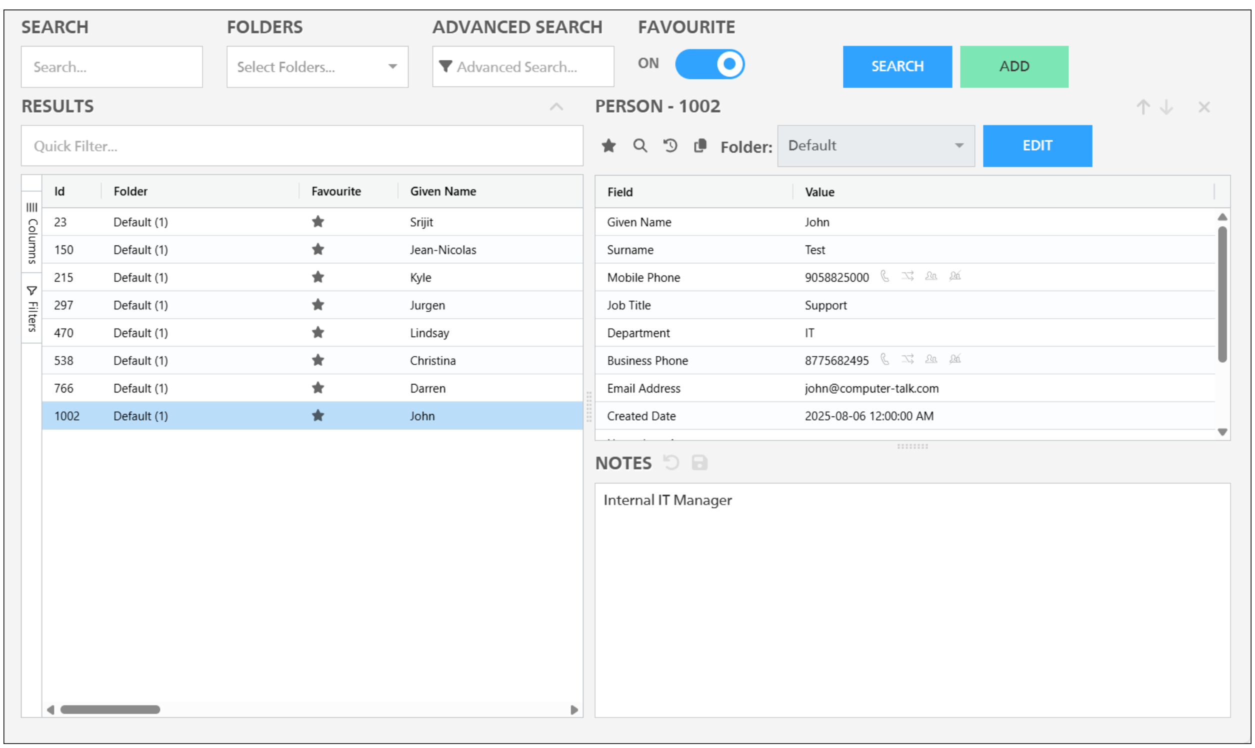


For each available field, enter the value for the new Person. The available fields will depend on the fields configured by the administrator. For more information, see

Details View

To view additional information about a Person:

1. Click on the row in the Results table.
2. The Details view for that Person will display.



The details grid consists of the following sections:

- Navigation Buttons
- Function Buttons
- Folder Assignment
- Edit Button
- Fields
- Call options
- Notes

Details View Navigation Buttons

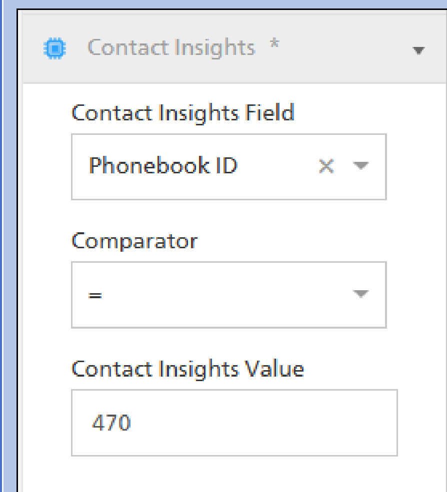
The navigation buttons allow you to move between different People, and close the detailed view.

Navigation Buttons	
Button	**Description**
Previous	Use this button to view the previous Person.
Next	Use this button to view the next Person.
Exit	Use this button to close the details view.

Details View Function Buttons

The table below describes the four buttons in this section.

Function Buttons	
Button	**Description**
Make Favourite/Remove from favourites	If the selected Person is not currently a favourite, click this button to make them a favourite. If the selected Person is currently a favourite, click this button to remove them from favourites.

	Note: This option is only available for administrators and users with the correct permissions.
Search for Contacts in iceJournal	This button will open iceJournal and display any contacts related to the selected Person based on a filter applied for the contact insight field "Phonebook ID" and the Person ID. 
View Audit Logs	This button will open the Audit Logs page and display any audit logs related to the selected Person. **Note:** This button is only available for administrators and users with the correct permissions.
Copy Link	This button allows you to copy the link to this Person's details to your clipboard for easy sharing.

Details View Folder Assignment

This option allows you to view the folder the Person is assigned to.

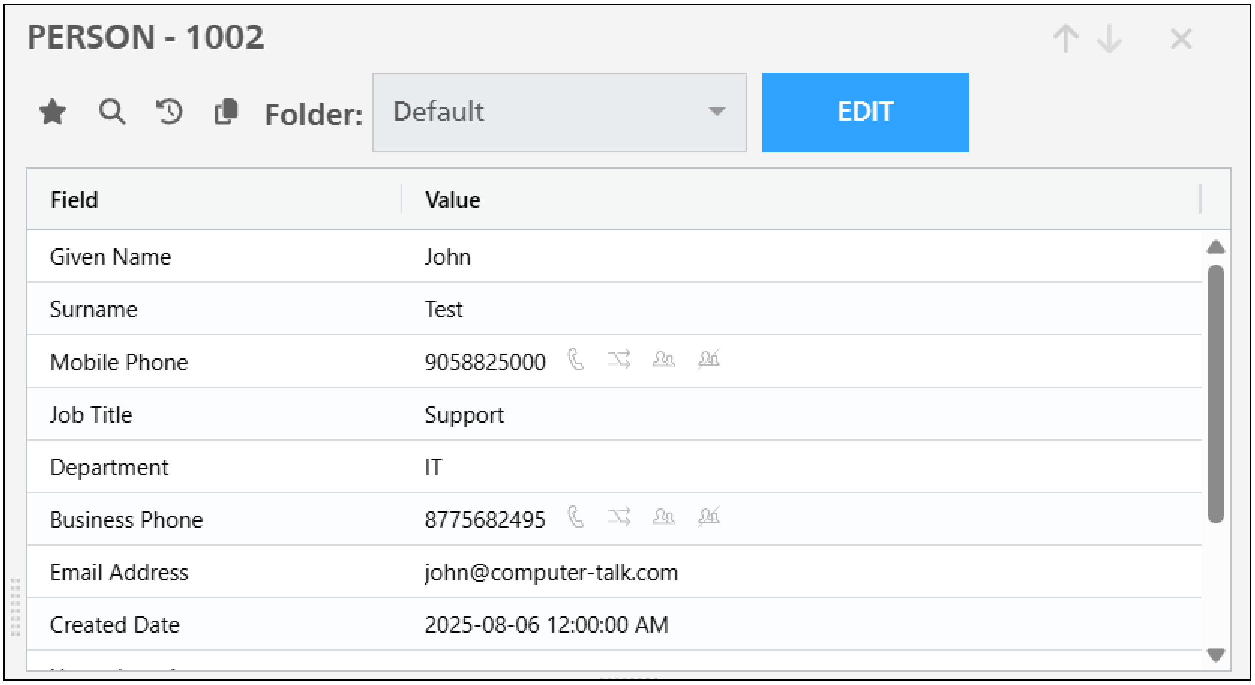
Details View Edit Button

The edit button allows you to make changes to the Person's properties.

Note: The edit button is only available to administrators and users with the correct permissions.

Details View Fields

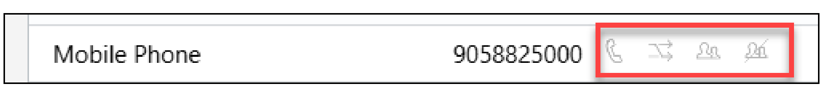
The details view displays all the field values associated with the selected Person. With the exception of the mandatory ID, folder, and favourite fields, the remaining fields are configured by the administrator and can be modified as needed. For more information, see Fields.



Details View Call Options

If a phone number is provided for the Person, you will see buttons to place a call, transfer, consult and end consult within the details view table. For more information on these call functions, please refer to the iceBar for Desktop or iceBar for Web User Manuals.

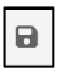
Note: You must be logged into iceBar in the correct state to be able to use the buttons.



Details View Notes

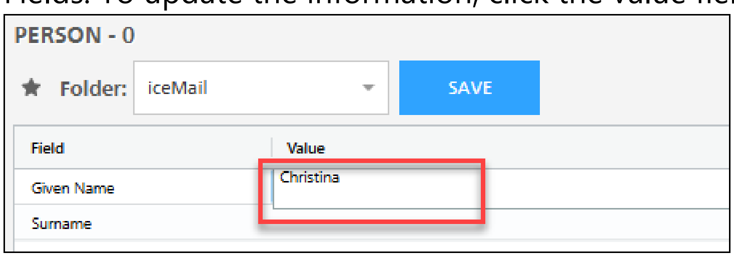
The notes field can be used to add additional details or comments about the Person.

To add a note, click in the notes field and enter your comments.
When you have finished, click the save icon at the top of the field to save your changes.

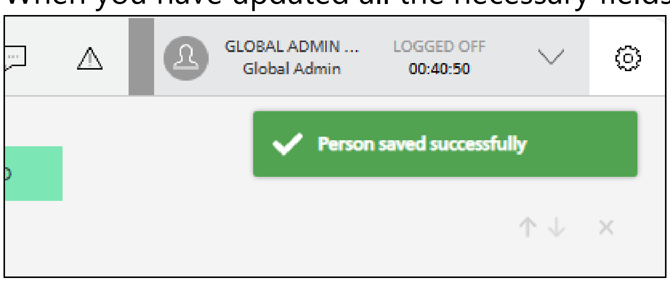


If you would like to revert your changes, click the revert button.

4. Fields. To update the information, click the value field, and enter the new value.



5. When you have updated all the necessary fields, click Save.



The new Person will now appear in the results grid.

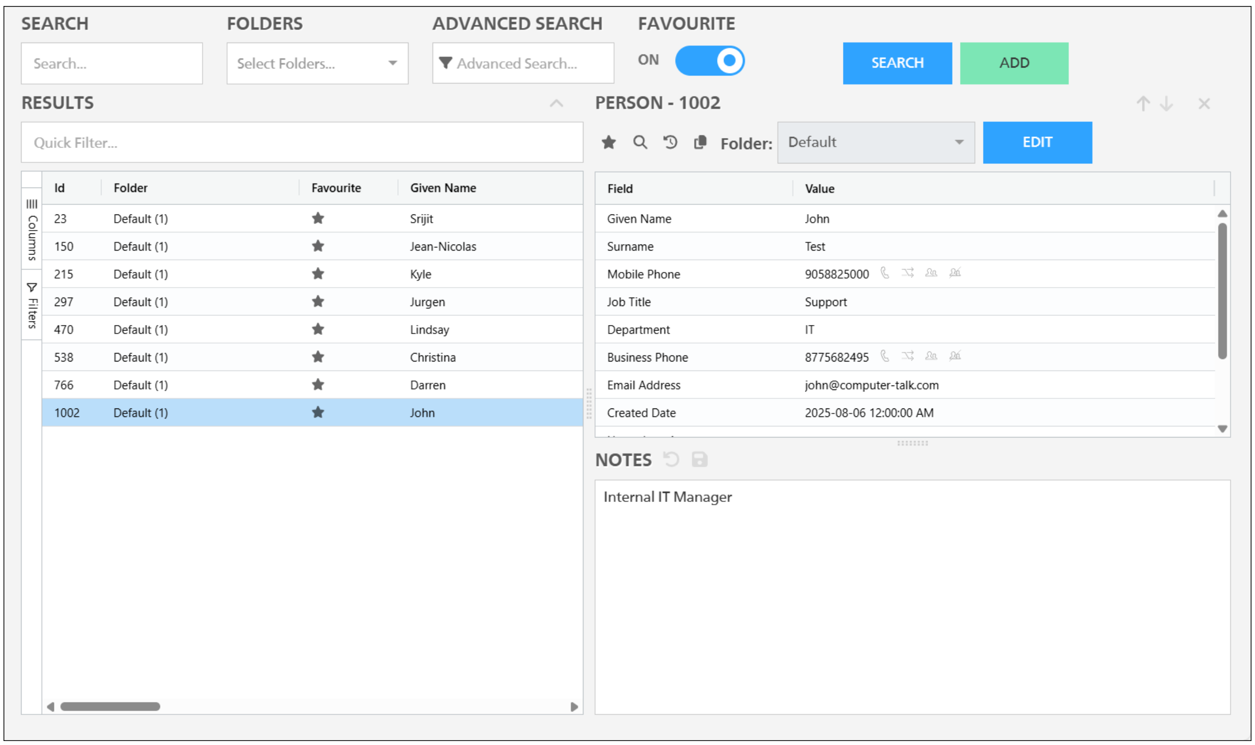
Results Grid

The Results grid displays the list of People in the icePhonebook. The columns are defined by the fields created in the fields page. Your icePhonebook may look different from the screenshots in this guide depending on how your administrator has configured the Phonebook fields. For more information on how to create and configure fields, see

Details View

To view additional information about a Person:

3. Click on the row in the Results table.
4. The Details view for that Person will display.



The details grid consists of the following sections:

- Navigation Buttons
- Function Buttons
- Folder Assignment
- Edit Button
- Fields

- Call options
- Notes

Details View Navigation Buttons

The navigation buttons allow you to move between different People, and close the detailed view.

Navigation Buttons	
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Details View Function Buttons

The table below describes the four buttons in this section.

Function Buttons	
Button	**Description**
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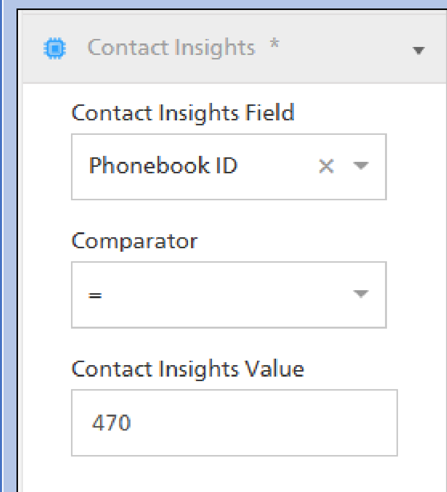
Search for Contacts in iceJournal	This button will open iceJournal and display any contacts related to the selected Person based on a filter applied for the contact insight field “Phonebook ID” and the Person ID. 
View Audit Logs	This button will open the Audit Logs page and display any audit logs related to the selected Person. **Note:** This button is only available for administrators and users with the correct permissions.
Copy Link	This button allows you to copy the link to this Person’s details to your clipboard for easy sharing.

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This option allows you to view the folder the Person is assigned to.

Details View Edit Button

The edit button allows you to make changes to the Person’s properties.

Note: The edit button is only available to administrators and users with the correct permissions.

Details View Fields

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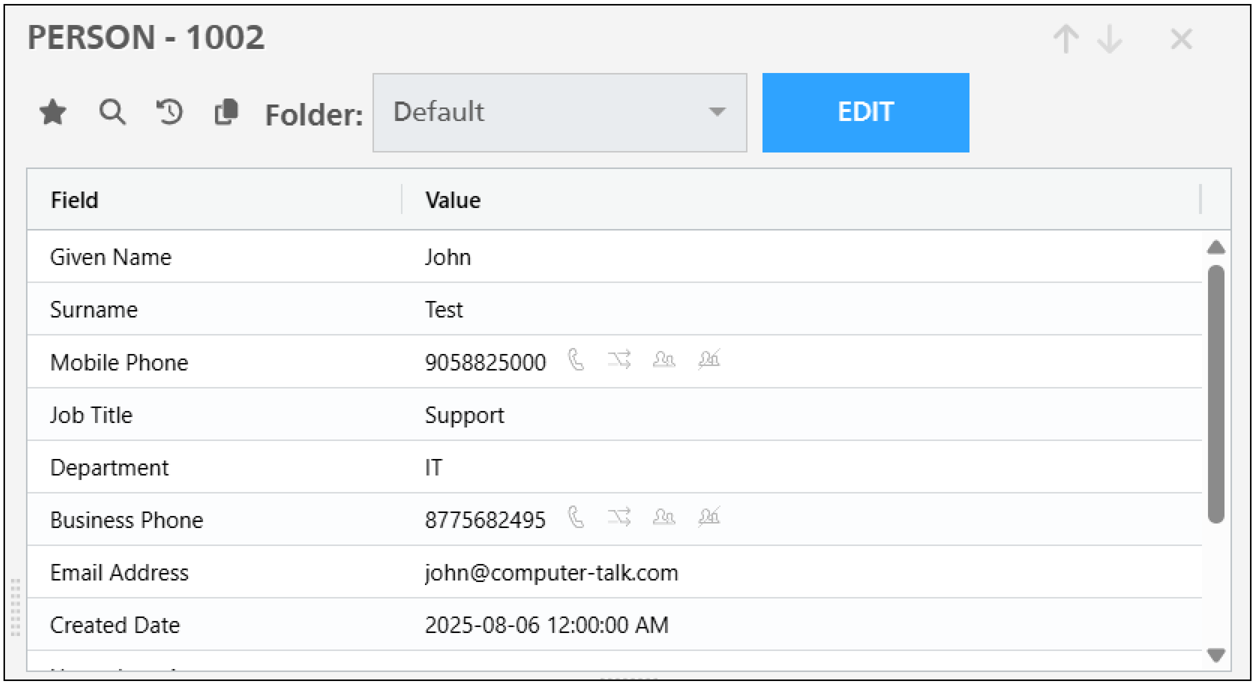

Details View Call Options

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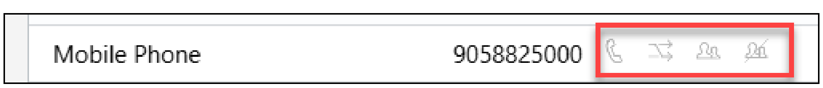
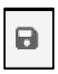
Note: You must be logged into iceBar in the correct state to be able to use the buttons.



Details View Notes

The notes field can be used to add additional details or comments about the Person.

To add a note, click in the notes field and enter your comments.
When you have finished, click the save icon at the top of the field to save your changes.



If you would like to revert your changes, click the revert button.

Fields.

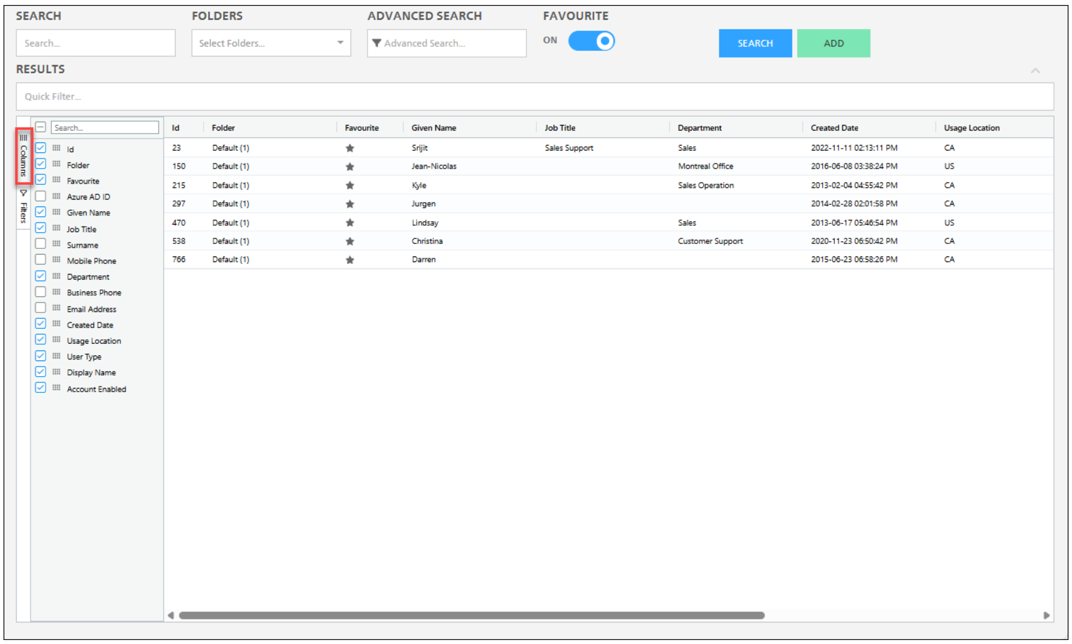
The table below defines the mandatory fields:

Advanced Search Fields	
Field Name	**Description**
ID	The ID associated with the Person in icePhonebook.
Folder	The folder that the Person is assigned to.
Azure AD ID	The Person's Azure AD ID.

Configuring the Results Grid

Columns Options

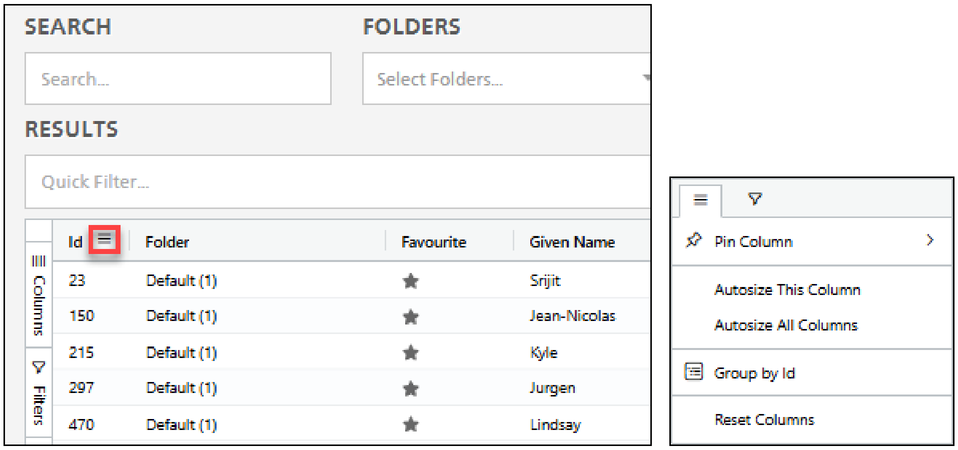
The Results Grid provides all information and data points for each Person. Click the Columns heading on the left of the table and use the checkboxes to show or hide the information.



The grid will refresh with the selected columns.

Column Header Actions

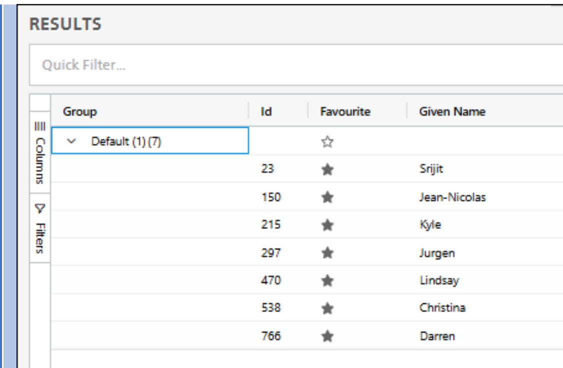
Click the *Actions* button on the right side of the column name as shown below to open the menu of options.



Select an option from the menu to configure the columns and rows in the table.

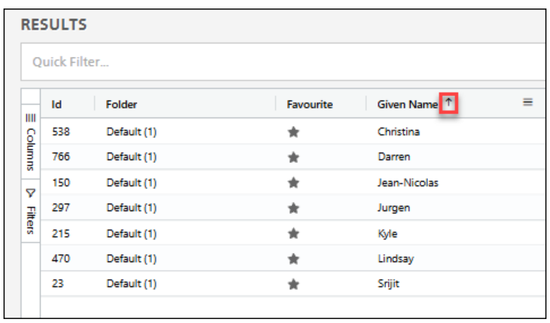
The table below explains the menu options provided.

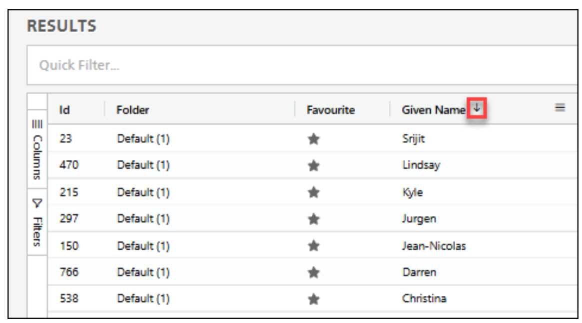
Column Heading Menu Options	
Menu Option	**Function**
Pin Column	Select this option to lock the column on to one side of the table. Options include: ▪ Pin Left ▪ Pin Right ▪ No Pin
Autosize This Column	Resize the selected column to only the necessary width.
Autosize All Columns	Resize all columns to only the necessary width.
Group by	This option will group by the column header. For example, selecting Group by folder will group the People by their assigned folder.

	
Reset Columns	Reset any filters applied.

Column Header Sorting

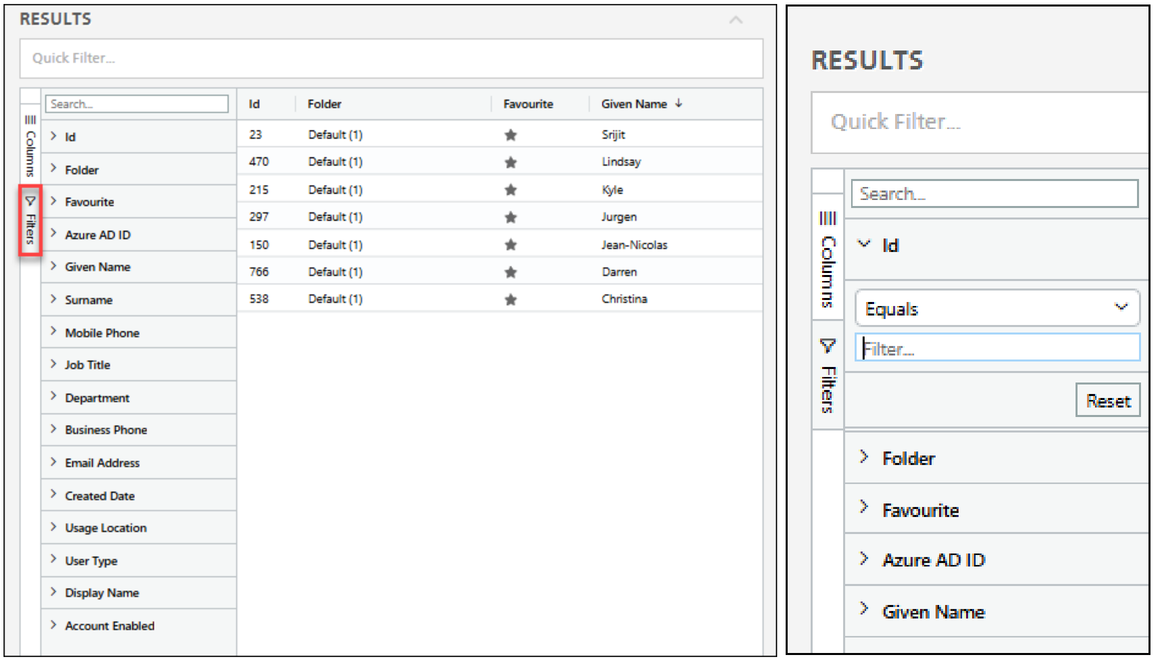
Select the column name to sort the rows in the grid by the selected column.





Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your list of People.

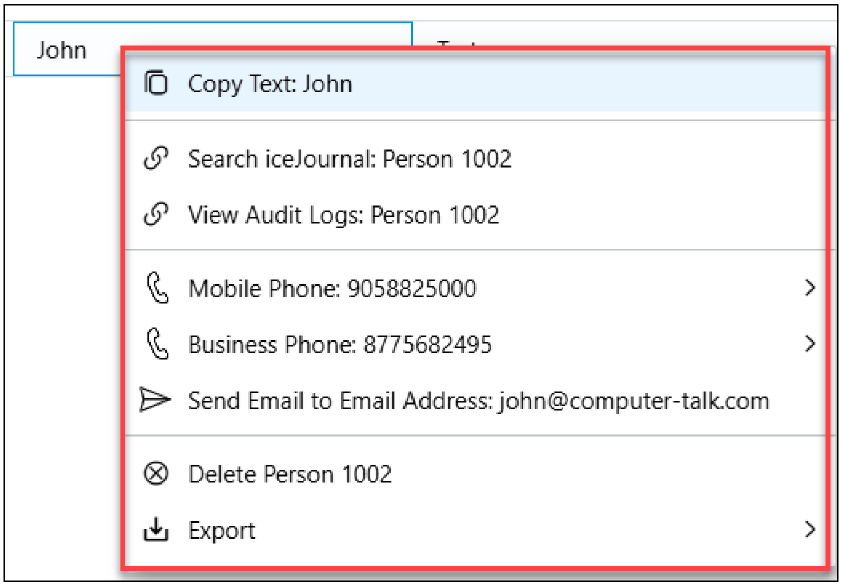


The grid will refresh according to the filter conditions selected.

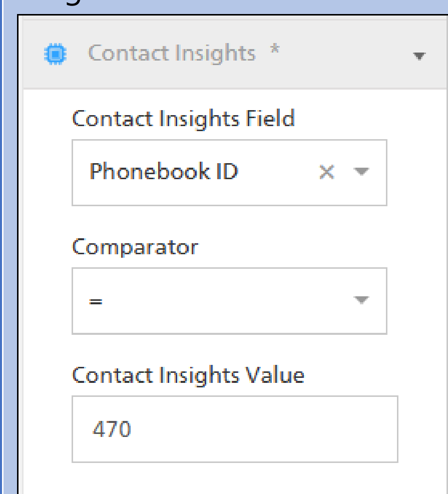
Note: Use the search field to find a column name in the list.

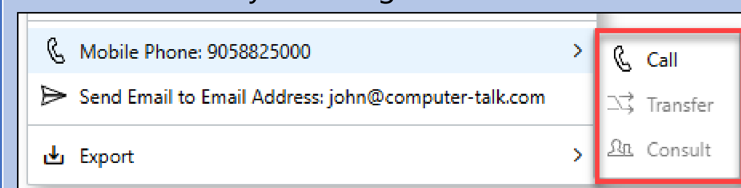
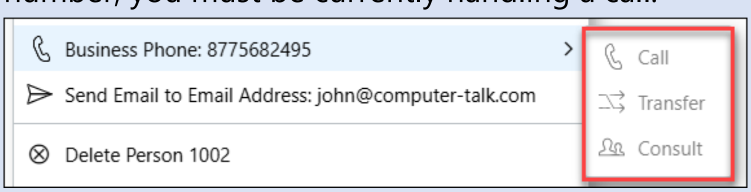
Results Grid Right Click Menu

When you right-click on a Person in the Results grid, you will see a right-click menu as displayed below.



The following table describes the right-click menu options:

<table>
<tr><th colspan="2">Results Grid Right-Click Menu</th></tr>
<tr><th>Option</th><th>Description</th></tr>
<tr><td>Copy Text</td><td>Copies the field value to your clipboard.</td></tr>
<tr><td>Search iceJournal</td><td>Opens iceJournal with a filter applied for the contact insight field “Phonebook ID” and the Person ID.

</td></tr>
</table>

<table>
<tr><td>View Audit Logs</td><td>Launches icePhonebook audit logs page with a filter applied to the specified Person ID.
Note: This option is only available for administrators and users with the correct folder permissions.</td></tr>
<tr><td>Mobile Phone</td><td>This option is only available if a mobile number has been provided for the selected Person.
You must be logged into iceBar and in the correct state for the buttons to be available.
To place a call to the mobile number, you must be logged on.
To be able to transfer the call to the selected mobile number, or to consult with the selected number, you must be currently handling a call.

</td></tr>
<tr><td>Business Phone</td><td>This option is only available if a business number has been provided.
You must be logged into iceBar and in the correct state for the buttons to be available.
To place a call to the business number, you must be logged on.
To be able to transfer the call to the selected business number, or to consult with the selected number, you must be currently handling a call.

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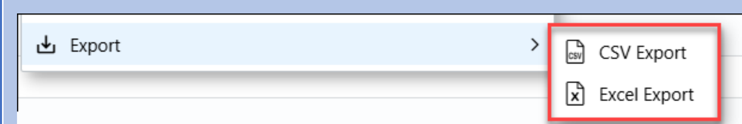
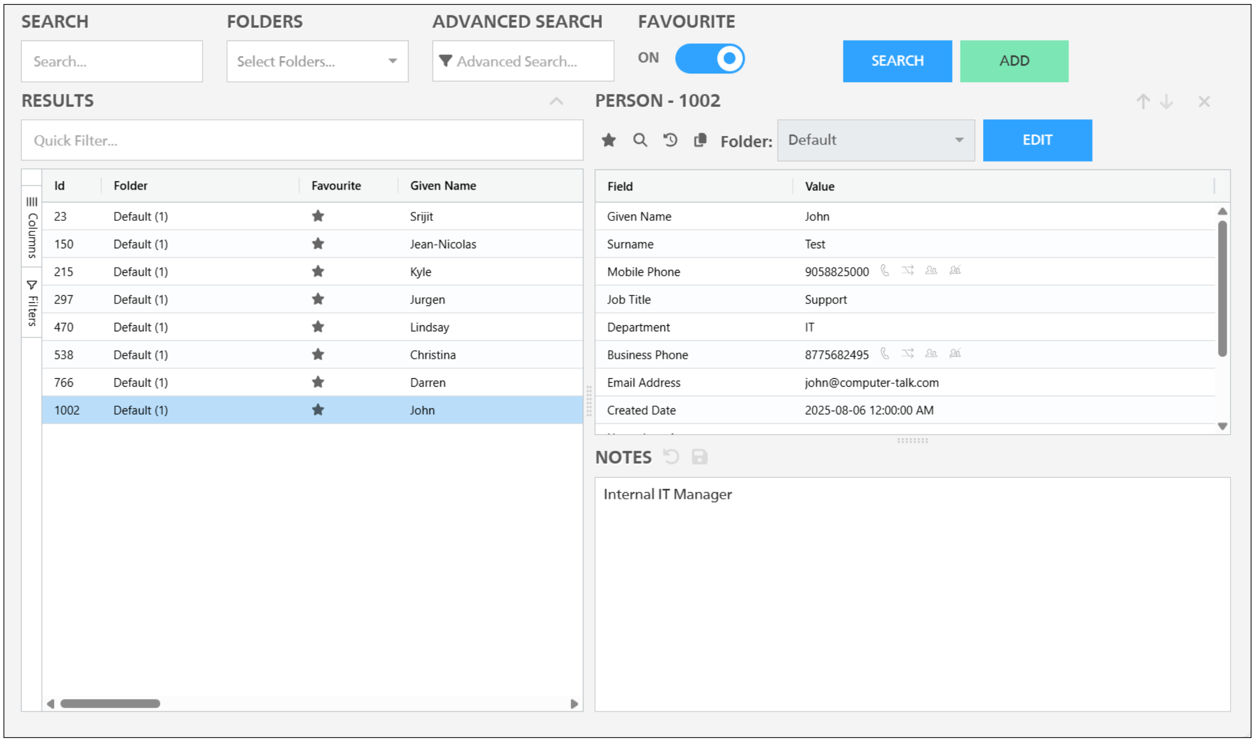
</table>

Send Email to Email Address	This option is only available if an email address has been provided. This allows you to send an email address directly from your personal email client to the selected email. **Note:** This is not an ice email and will not be tracked within ice.
Delete Person	Delete the Person from the icePhonebook. **Note:** This option is only available to administrators and users with the appropriate permissions. Once a Person is deleted, their information cannot be recovered.
Export	You may export your icePhonebook results to a CSV or Excel file.  The export will contain all of the visible columns in the grid. Ensure that the grid is configured to display the results and columns that you wish to include in the export.

Details View

To view additional information about a Person:

5. Click on the row in the Results table.
6. The Details view for that Person will display.



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- Edit Button
- Fields
- Call options
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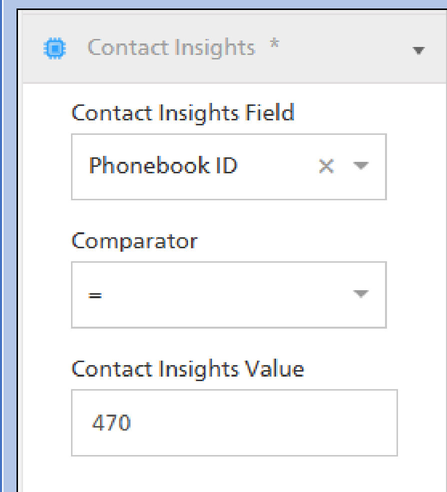
Search for Contacts in iceJournal	This button will open iceJournal and display any contacts related to the selected Person based on a filter applied for the contact insight field “Phonebook ID” and the Person ID. 
View Audit Logs	This button will open the Audit Logs page and display any audit logs related to the selected Person. **Note:** This button is only available for administrators and users with the correct permissions.
Copy Link	This button allows you to copy the link to this Person’s details to your clipboard for easy sharing.

Details View Folder Assignment

This option allows you to view the folder the Person is assigned to.

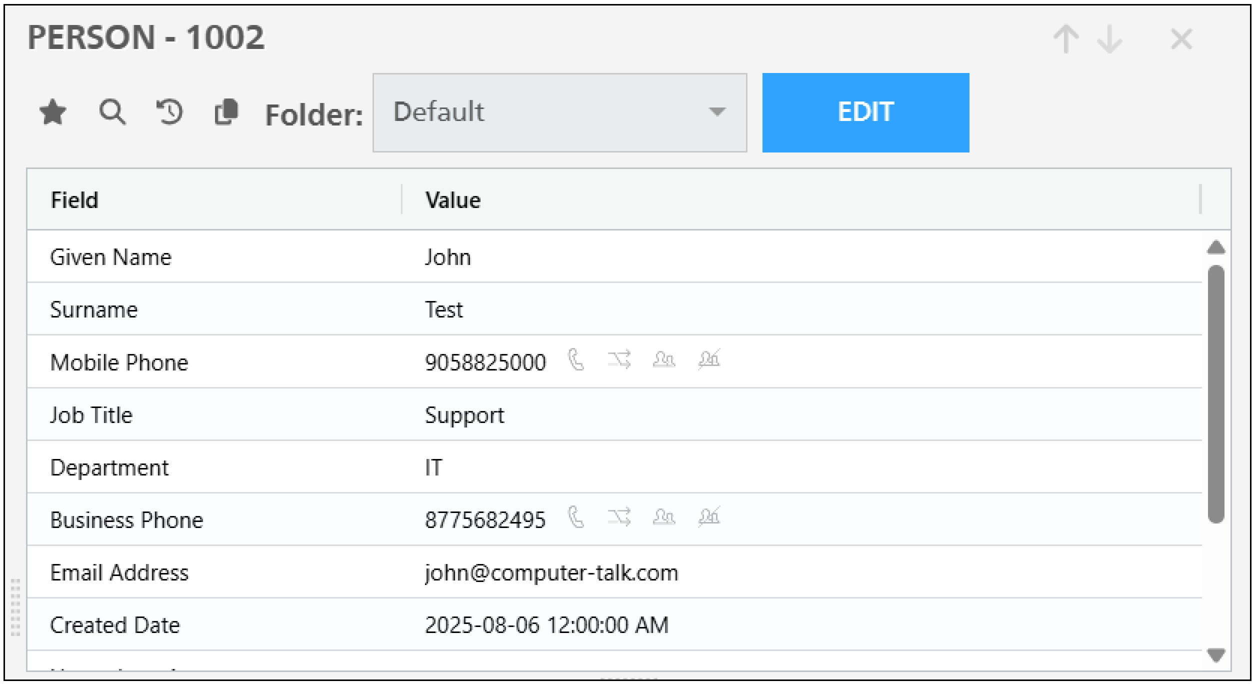
Details View Edit Button

The edit button allows you to make changes to the Person's properties.

Note: The edit button is only available to administrators and users with the correct permissions.

Details View Fields

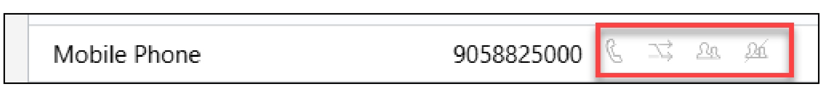
The details view displays all the field values associated with the selected Person. With the exception of the mandatory ID, folder, and favourite fields, the remaining fields are configured by the administrator and can be modified as needed. For more information, see Fields.



Details View Call Options

If a phone number is provided for the Person, you will see buttons to place a call, transfer, consult and end consult within the details view table. For more information on these call functions, please refer to the iceBar for Desktop or iceBar for Web User Manuals.

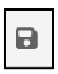
Note: You must be logged into iceBar in the correct state to be able to use the buttons.



Details View Notes

The notes field can be used to add additional details or comments about the Person.

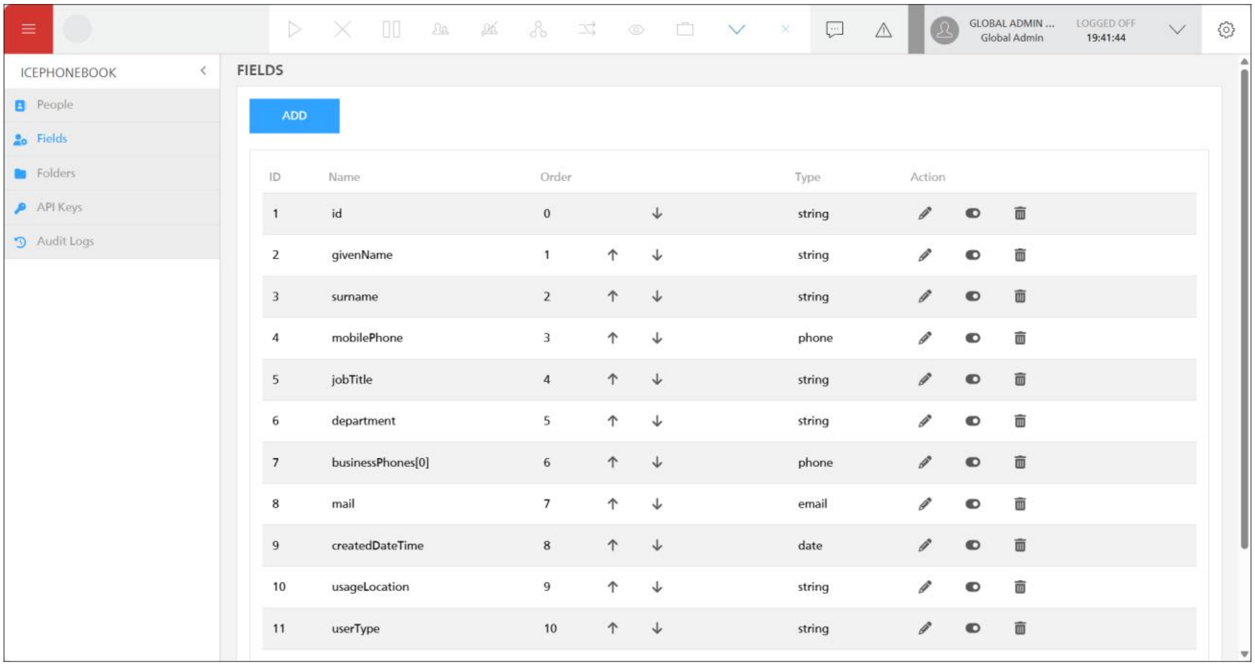
To add a note, click in the notes field and enter your comments.
When you have finished, click the save icon at the top of the field to save your changes.



If you would like to revert your changes, click the revert button.

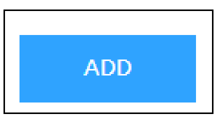
Fields

The fields page allows administrators to view and configure the fields that are available in the phonebook. Users with administrator privileges or higher can add, edit, disable, and delete fields.



To Add a Field

1. Click the Add button. The fields form will open to display the field properties.



2. Enter the name of the field.
3. Select the type of data entered in this field.
4. Enter the label name. This will be the text displayed in the People directory grid column header.
5. If you would like the field to be visible in the People directory, enable the Visible toggle.
   Note: If you wish to edit this field through the People directory, the field must be set to visible.
6. If you would like the field to be searchable in the People directory, enable the Searchable toggle.
7. Click Add to save your changes.

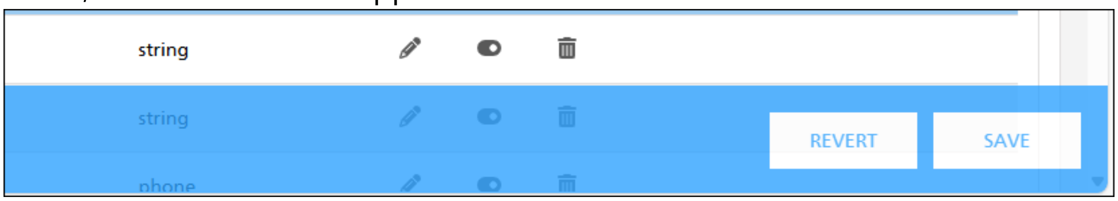
The following table describes the properties in the Fields form.

Field Properties	
Field	**Description**
Name	The name of the field.
Type	The type of data this field will hold. Options include: • String • Number • Date • Boolean • Phone • Email • Array • Object • Link
Label	The text displayed in the People directory Grid for this field.
Visible	Enable this toggle to make this field visible by default in the icePhonebook.
Searchable	Enable this toggle to allow the field to be searchable in the People directory grid.

To Edit a Field

1. Select the pencil icon in the row of the field you would like to edit.

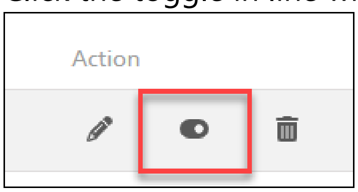
2. Make your desired updates to the field properties. Once a change has been made, a blue banner will appear at the bottom of the screen.



3. Click Save to save the changes. Click Revert to cancel the changes.
4. If you clicked Save, a success message will appear. Click OK to close the message.

To Disable a Field

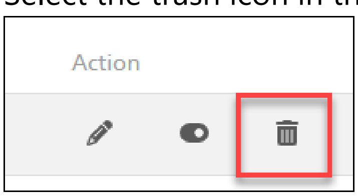
1. Click the toggle in line with the selected field to disable it.



2. A disabled field can be enabled at a later time.

To Delete a Field

1. Select the trash icon in the row of the field you wish to delete.



2. Click Save to save your changes. Click Revert to cancel the changes.
3. If you clicked Save, a success message will appear. Click OK to close the message.

To Re-order a Field

You may change the order that fields appear in the People directory using the in-line arrows.

For example, to move the mobilePhone field up, click the *Up* arrow.

3	surname	2	↑	↓
4	mobilePhone	3	↑	↓

The mobilePhone field will now appear before the surname field in icePhonebook.

Folders

The folders page allows administrators to view and configure the folders that People in the icePhonebook are assigned to. Users with administrator privileges or higher can add, edit, and delete folders.

Administrators can configure access permissions within the folder settings to control visibility of icePhonebook People. Each folder can be independently configured to accommodate varying access levels for different ice users. Permissions may be assigned based on specified users, queues, teams, or role types, allowing for granular control over information access.

To Add a Folder

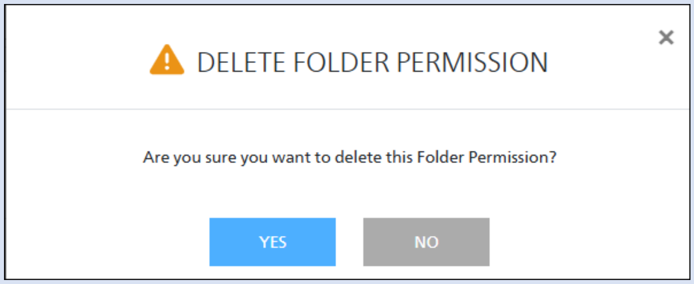
1. Click the Add button. The new folders form will open.

2. Enter the name of the folder.
3. Enter the description for the folder.
4. Configure the permissions for the folder.

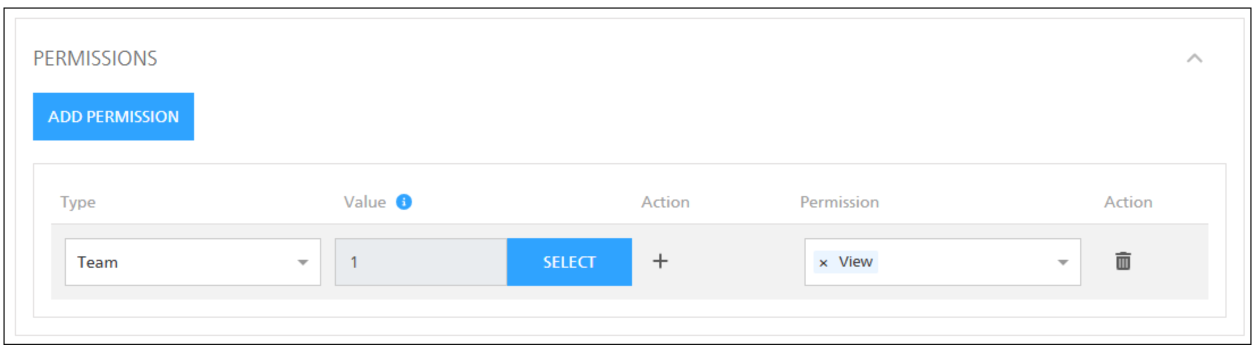
The following table describes the Permissions properties.

Permissions Properties	
Column Name	**Description**
Type	The type of user that has access to the folder. Users are grouped by: • Default • User • Queue • Team • Role
Value	The members belonging to this permissions group. Members are selected based on the type specified:

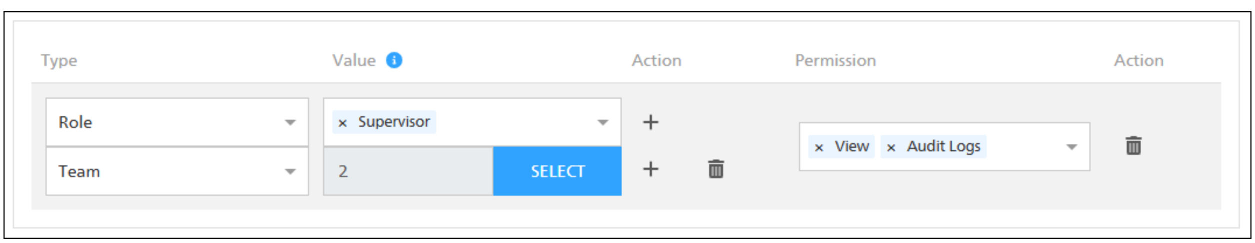
	• Default: This is the default setting which includes all ice users. • User: Members are selected from a list of ice users. • Queue: Members are selected based on their queue assignments. • Team: Members are selected from a list of ice teams. • Role: Members are selected based on their ice user type.
Action	The action menu allows administrators to add or delete permission conditions. 
Permission	Select the permission. Options include: • View: Members belonging to this permission group can view the People assigned to the selected folder. • Edit Notes: Members belonging to this permission group can edit notes for People assigned to the selected folder. • Edit Favourites: Members belonging to this permission group can set People assigned to the selected folder as favourites, or remove them from favourites. • Edit Fields: Members belonging to this permission group can edit fields for People assigned to the selected folder. • Edit Folder: Members belonging to this permission group can edit the folder assignment for People assigned to the selected folder. • Add: Members belonging to this permission group can add new People to the selected folder. • Delete: Members belonging to this permission group can delete People assigned to the selected folder. • Audit Logs: Members belonging to this permission group can view audit logs for People assigned to the selected folder.

Action	Administrators can delete permissions. 

For example, to allow users belonging to Team 1 to view the People in the folder, configure the permissions as follows:

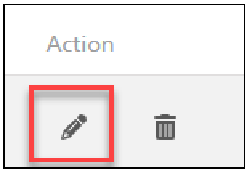


To allow supervisors who belong to Team 2 to view the Audit Logs for People assigned to the folder, configure the permission as follows:

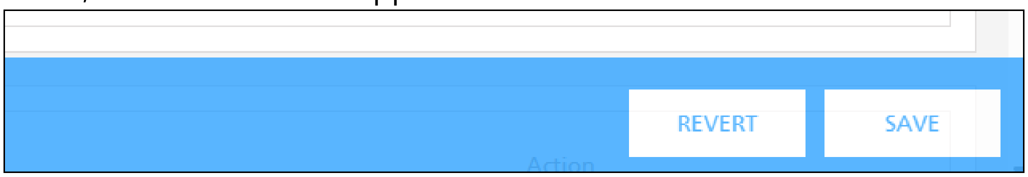


To Edit a Folder

1. Select the pencil icon in the row of the Folder you would like to edit.



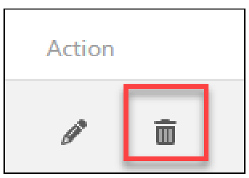
2. Make your desired updates to the field properties. Once a change has been made, a blue banner will appear at the bottom of the screen.



3. Click Save to save the changes. Click Revert to cancel the changes.
4. If you clicked Save, a success message will appear. Click OK to close the message.

To Delete a Folder

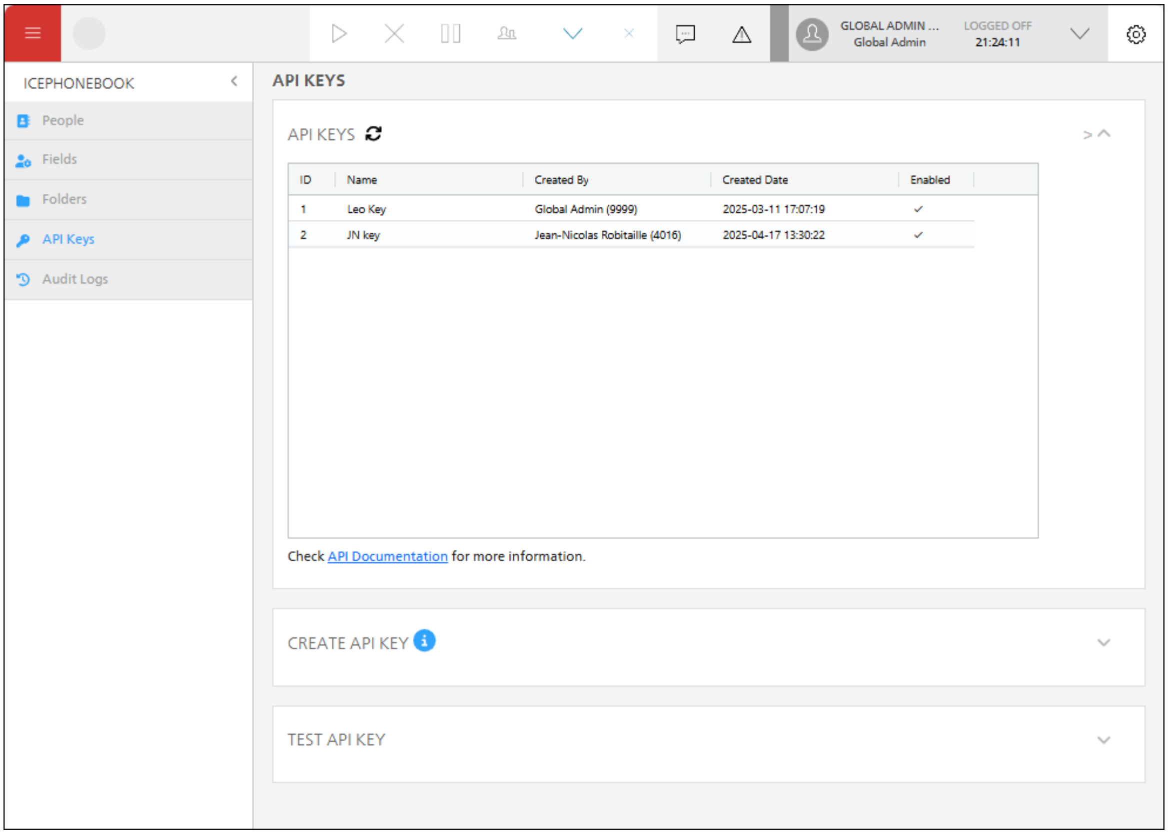
1. Select the trash icon in the row of the field you wish to delete.



2. Click Save to save your changes. Click Revert to cancel the changes.
3. If you clicked Save, a success message will appear. Click OK to complete the change.

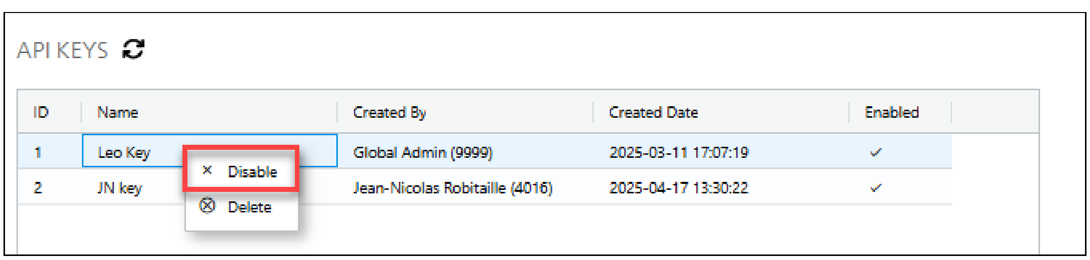
API Keys

This section allows administrators to create, test, and view API Keys which are used to authenticate with the icePhonebook web service.

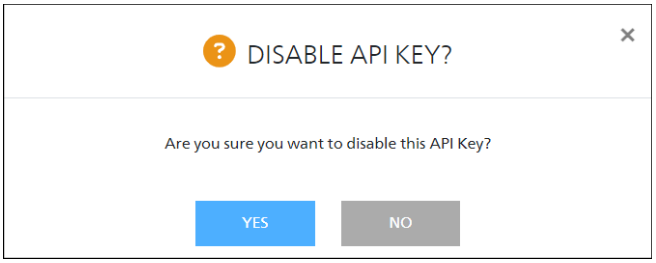


Disable and Enable the API Key

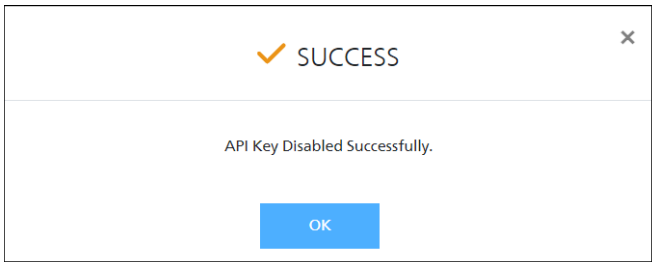
To disable the API Key, right-click on the key in the grid and select "Disable".



Select "Yes" in the following window to disable the API Key.



The following window will display upon successfully disabling the key.

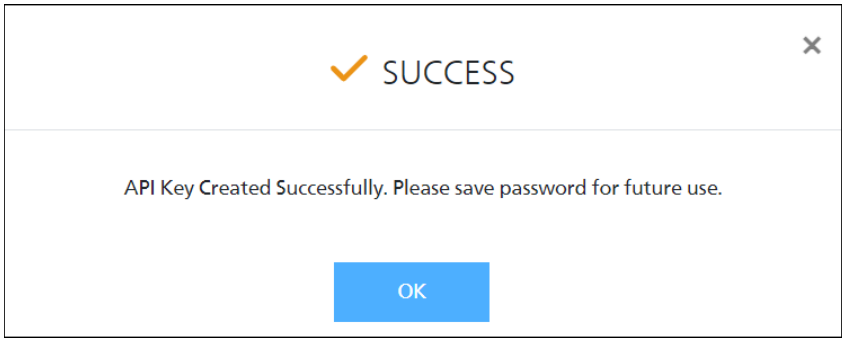


To enable, right click on the key and select Enable.

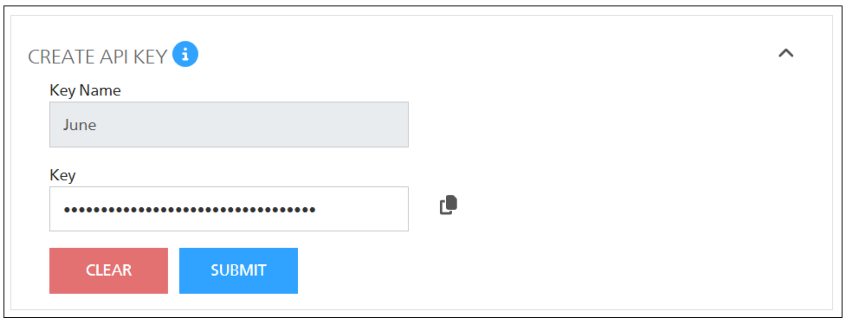
Create API Key

Administrators can create API Keys.

To create a key, enter a name for the key in the Key Name field and click the Submit button. On successfully creation, the following window will display.



A key will be created and can be copied using the copy icon next to the key field.



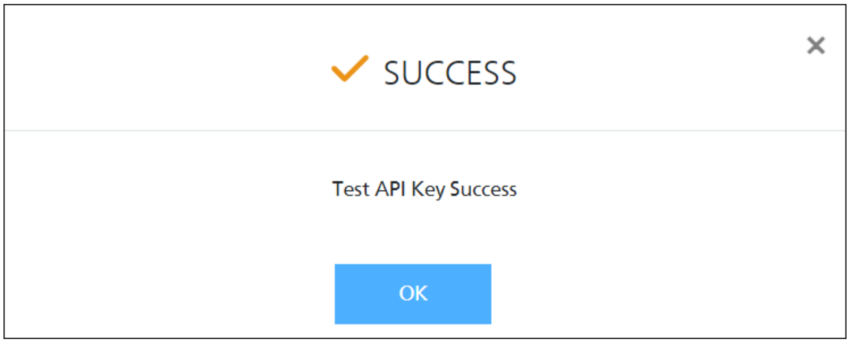
Note: The Key is only displayed once at the time of submission. As it cannot be viewed again, it is important to save the Key securely if it will be required at a later time.

Test API Key

Users can use the Key field to check if the API Key is valid.

To test, enter the Key in the field and click the Test button.

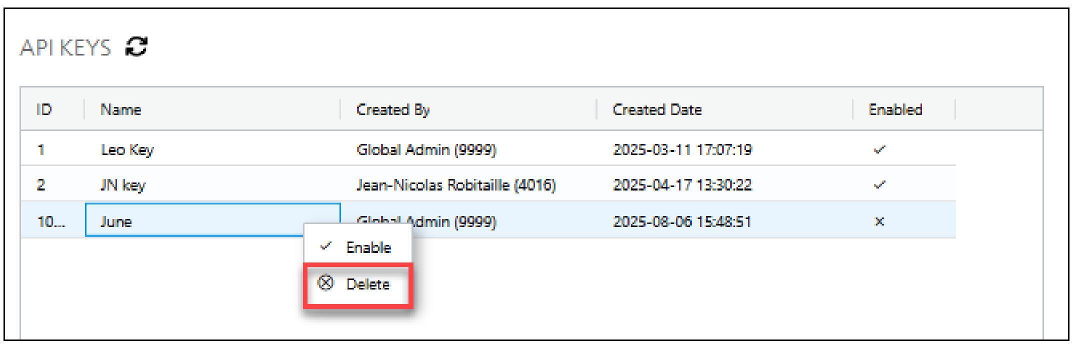
If the key is valid, you will see the following message.



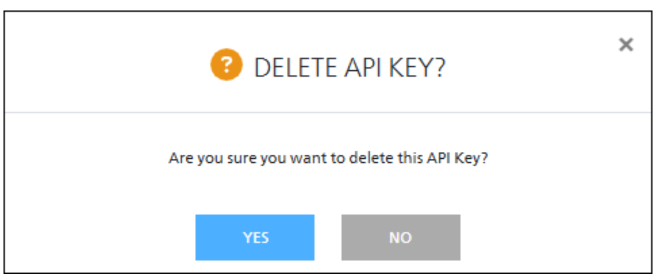
Delete API Key

Administrators can delete API Keys if necessary. Once deleted, API Keys cannot be recovered.

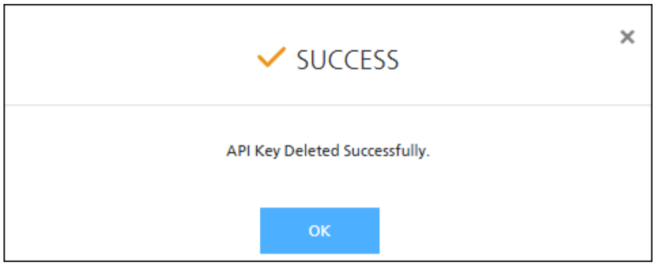
To delete the API Key, right-click on the key in the grid and select “Delete”.



Select “Yes” in the following window to delete the API Key.

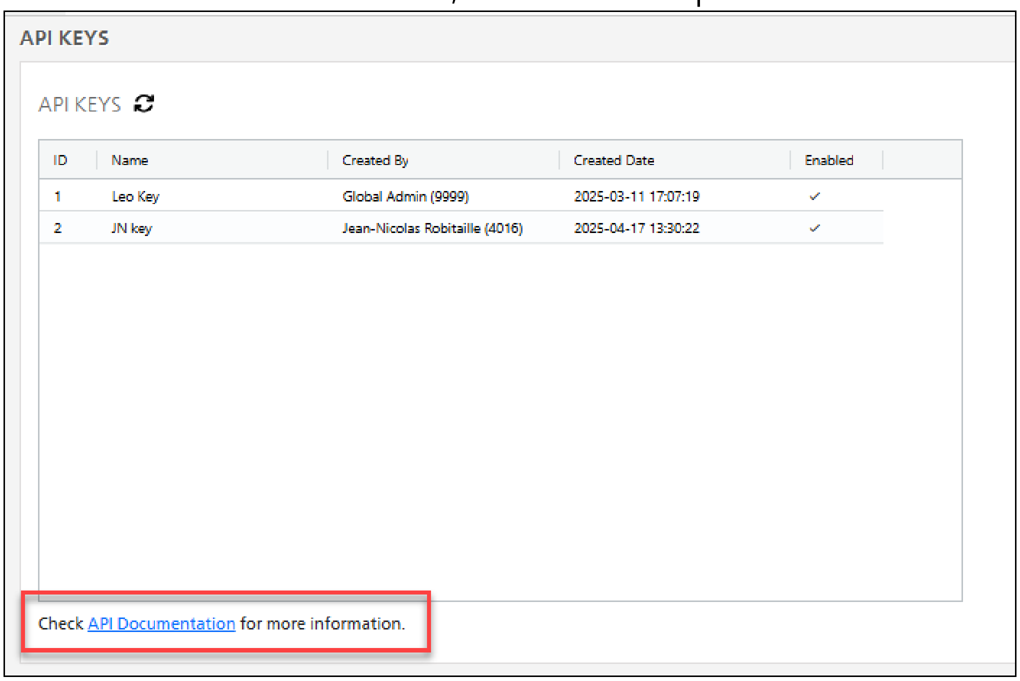


The following window will display upon successfully deleting the key.

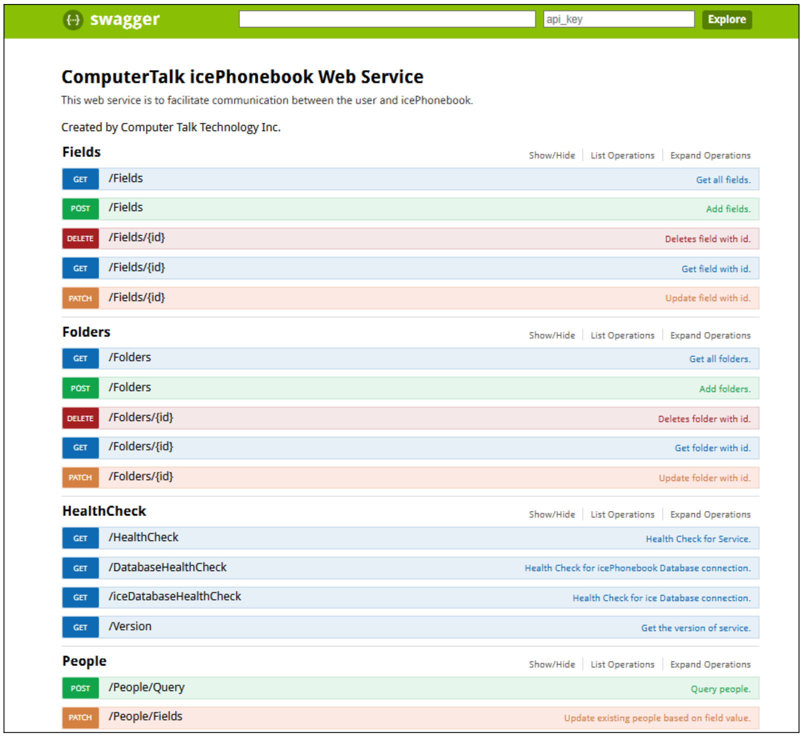


API Documentation

For detailed API documentation, click on the link provided under the API Keys table.

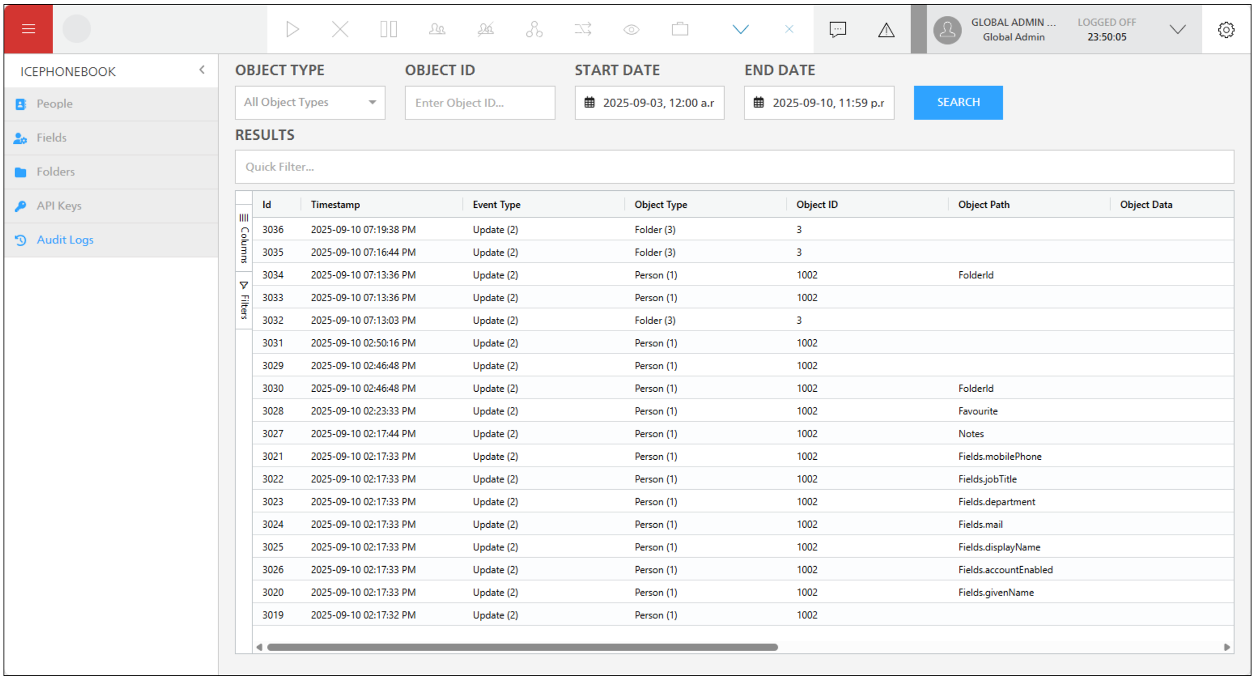


The link will open in a new tab as displayed below:


swagger
api_key
Explore
ComputerTalk icePhonebook Web Service
This web service is to facilitate communication between the user and icePhonebook.
Created by Computer Talk Technology Inc.
Fields
Show/Hide | List Operations | Expand Operations
GET /Fields Get all fields.
POST /Fields Add fields.
DELETE /Fields/{id} Deletes field with id.
GET /Fields/{id} Get field with id.
PATCH /Fields/{id} Update field with id.
Folders
Show/Hide | List Operations | Expand Operations
GET /Folders Get all folders.
POST /Folders Add folders.
DELETE /Folders/{id} Deletes folder with id.
GET /Folders/{id} Get folder with id.
PATCH /Folders/{id} Update folder with id.
HealthCheck
Show/Hide | List Operations | Expand Operations
GET /HealthCheck Health Check for Service.
GET /DatabaseHealthCheck Health Check for icePhonebook Database connection.
GET /iceDatabaseHealthCheck Health Check for ice Database connection.
GET /Version Get the version of service.
People
Show/Hide | List Operations | Expand Operations
POST /People/Query Query people.
PATCH /People/Fields Update existing people based on field value.

Audit Logs

The Audit Logs provides detailed information about changes made within the icePhonebook. This includes adding and deleting People and modifying field values.



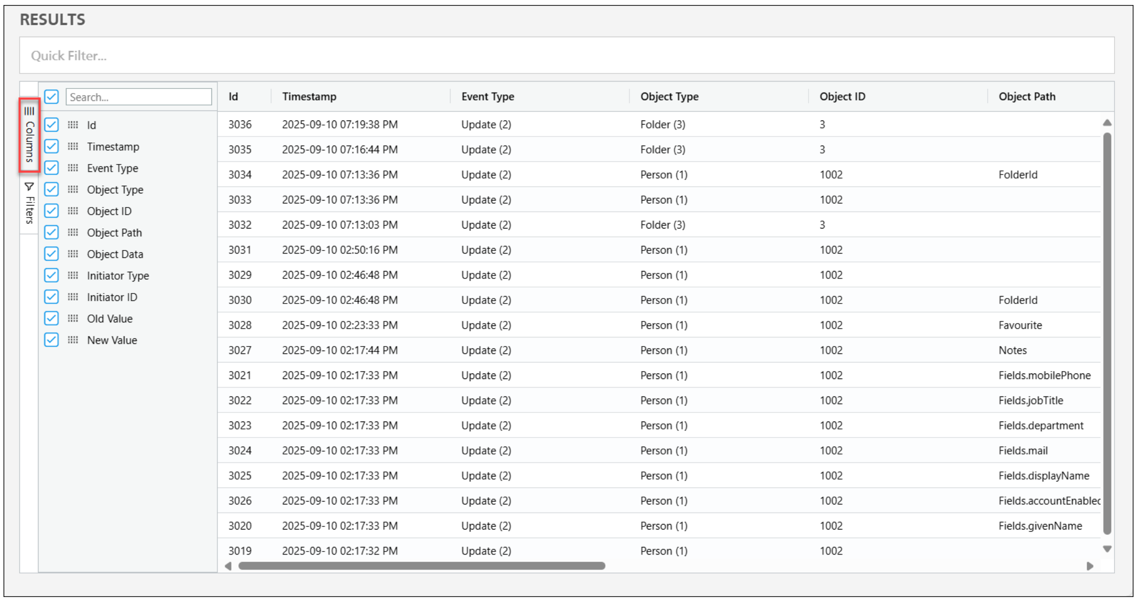
By default, administrators can view audit logs for all People. Access to audit logs can be granted to additional users through the folder permissions.

Note: The Audit Logs page is different from the *Audit Trails* in iceManager. Changes within the icePhonebook will only appear in the Audit Logs page and will not be recorded in Audit Trails. For more information about Audit Trails, please refer to the iceManager User Manual.

Configuring the Audit Logs Grid

Columns Options

The Audit Logs Grid provides all information for each log entry. Click the Columns heading on the left of the table and use the checkboxes to show or hide the information.



The grid will refresh with the selected columns.

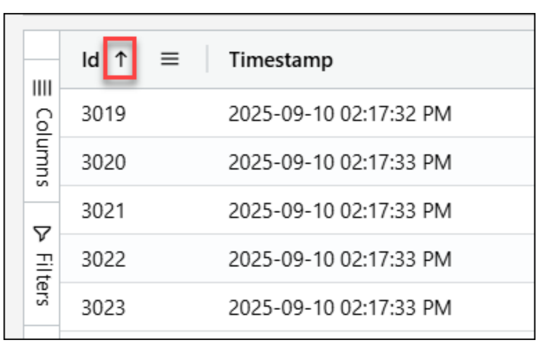
The table below explains the columns you can display.

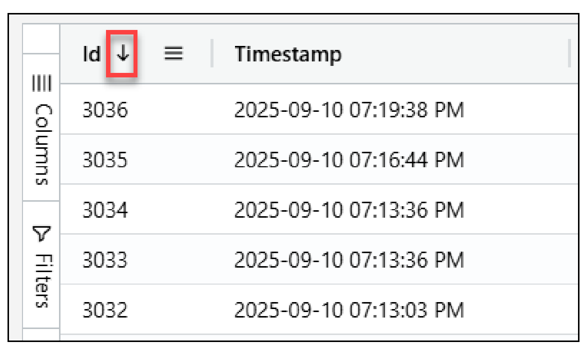
Audit Logs Grid Columns	
Column Name	**Description**
ID	The ID of the Audit Log.
Timestamp	The time and date of the change.
Event Type	The event type associated with the object. Options include: • Create

	• Delete • Update
Object Type	The object type of the resource for which audit logs are to be retrieved. Options include: • Person • Field • Folder • API Key • Audit Log
Object ID	The object ID of the resource for which audit logs are to be retrieved.
Object Path	The object path for the changed object.
Object Data	The object data recorded for the object.
Initiator Type	The ice user ID of the user who made the change.
Initiator ID	The ice user who initiated the change.
Old Value	The object’s value prior to the change.
New Value	The new value assigned to the object after the change.

Column Header Sorting

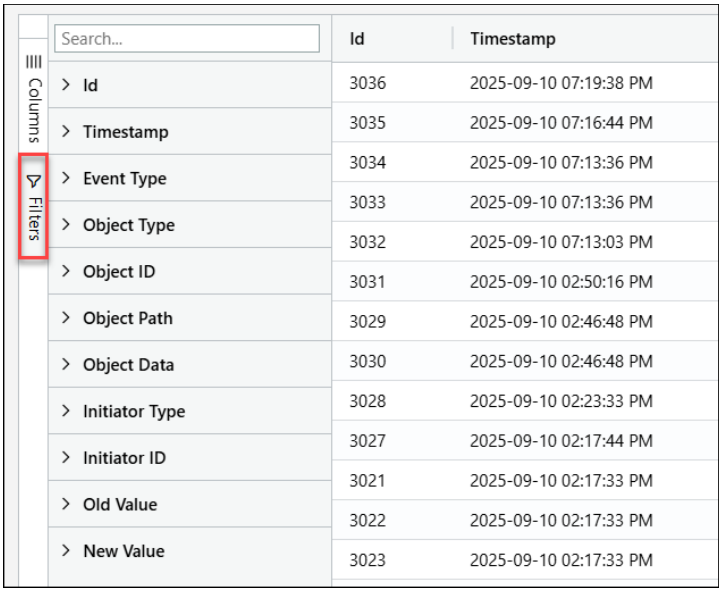
Select the column name to sort the rows in the grid by the selected column.

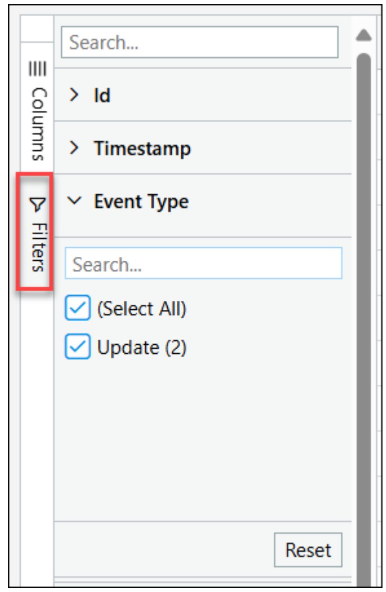




Filter Options

Click the Filters heading on the left of the table and use the data points available to filter your logs.





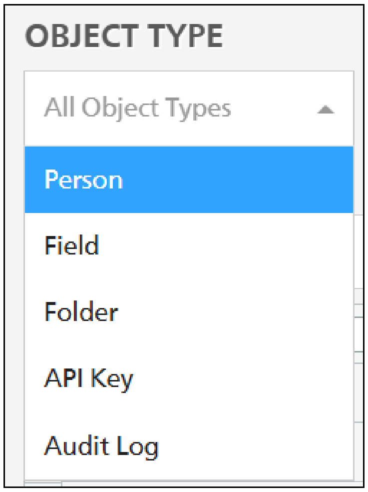
The grid will refresh according to the filter conditions selected.

Note: Use the search field to find a column name in the list.

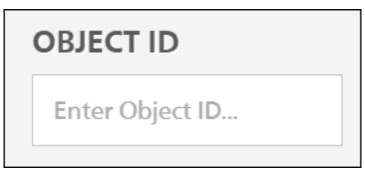
Searching for an Audit Log

To search for an audit log, complete the following steps:

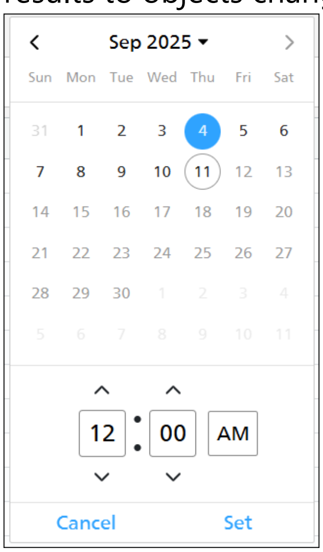
1. The filters along the top of the window allow you to filter your audit results by object type, object ID, start date, and end date. The object type allows you to search for a specific audit item based on the type of object modified. If you know the type, select it from the drop-down menu and click search to narrow the search results.



2. The object ID allows you to search for a specific audit item based on the unique ID assigned. If you know the ID, enter it in this field and click search to narrow the search results.



3. The start and end date values allow you to further narrow down your search results to objects changed during a certain interval.

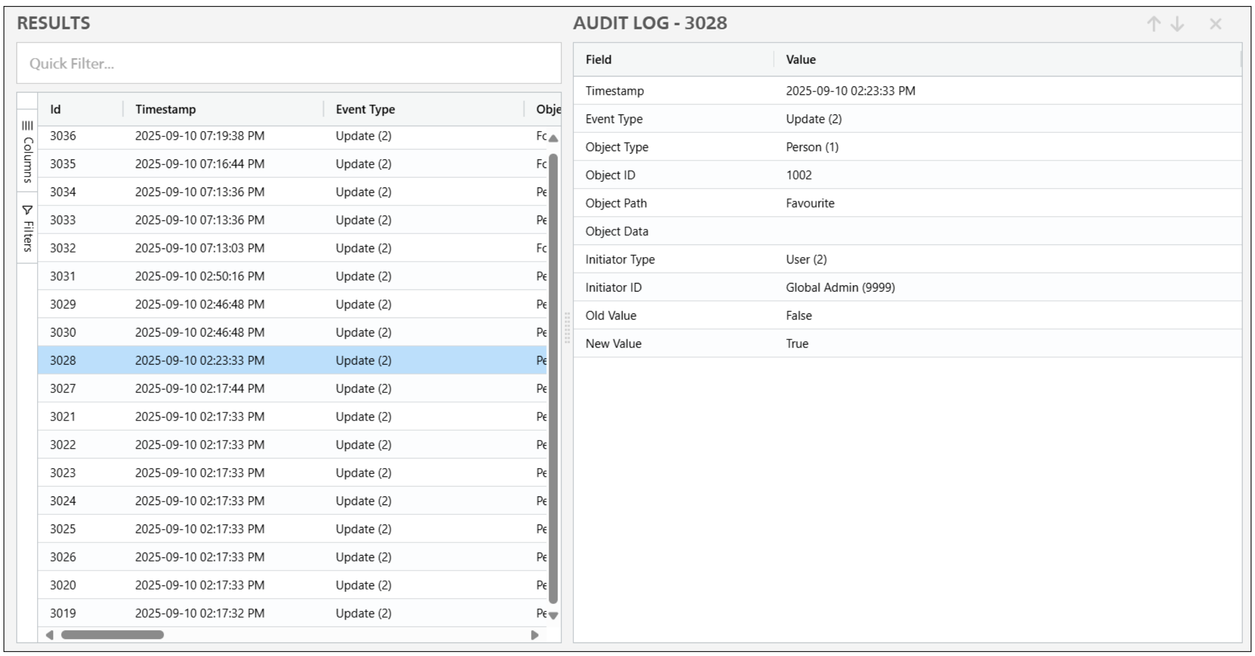


Select your desired starting date and time and your ending date and time.

4. Click Search. The results section refreshes with audit items that match the filter criteria.
5. To open the Details frame for the entry you are interested in, select the entry from the Results frame.

Interpreting the Details Frame

The Details frame contains information about the audit log. For more information on how to interpret the details provided, consider the following example:



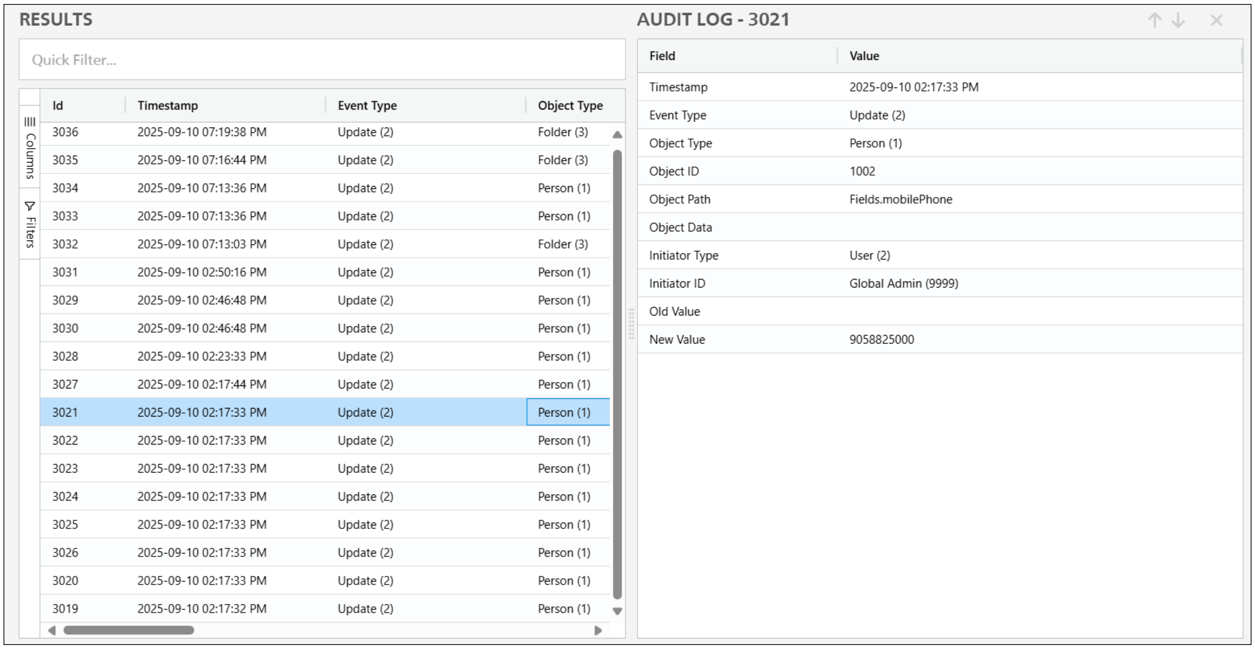
From this example, you can see the following information:

Audit Logs Grid Columns	
Column	**Detail**
ID	3028
Timestamp	September 10, 2025, 2:23:33 PM

Event Type	Update
Object Type	Person
Object ID	1002
Object Path	Favourite
Object Data	N/A
Initiator Type	User
Initiator ID	Global Admin (9999)
Old Value	False
New Value	True

From these details, you can see that the audited item was changed by user 9999 on September 10, 2025 at 2:33 PM. This was an update to the favourite field for Person 1002, setting the value to true, marking the Person as a favourite.

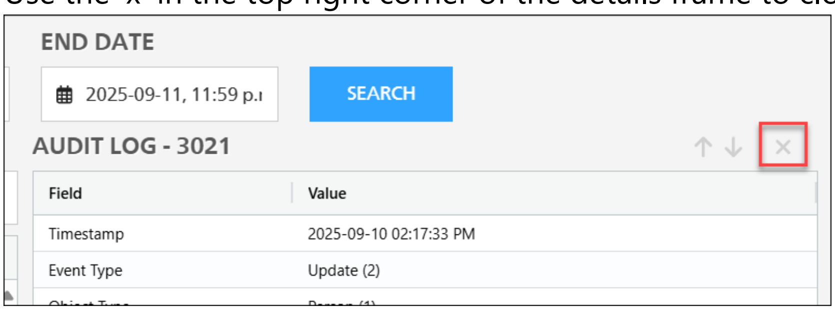
Consider this next example:



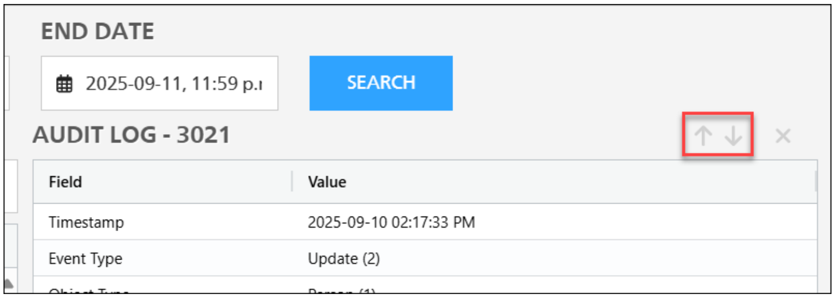
You can see that the audited object was updated by user 9999 on September 10 at 2:17 PM. The information shows that Person 1002's mobile phone field was updated to reflect the new value "9058825000."

Note:

- Use the 'x' in the top right corner of the details frame to close the frame.



- Use the *next* and *previous* arrows in the details frame to navigate between the audit logs.


END DATE
2025-09-11, 11:59 p.
SEARCH
AUDIT LOG - 3021
Field
Value
Timestamp
2025-09-10 02:17:33 PM
Event Type
Update (2)