

GENESYS[®]

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Genesys Engage cloud Administrator's Guide

Service Logs

Service Logs

Service Logs are where all Salesforce API exchanges with your Outbound account are recorded and stored. Each interaction consists of a Request and Acknowledgment. These API exchanges are stored as a service log every time this communication is invoked.

| iew Engage be | rvice Log Change Owner | | A B | C D E F G H I J K L M |
|---------------|---------------------------|-----------------|--------------------------------|-------------------------------------------|
| Action E | Engage Service Log Name 🛧 | Record ID | Created By | Created Date |
| Edit Del 2 | 2 <u>01608-0</u> | a0141000000MXNh | Jane Smith, 8/11/2016 10:31 AM | 8/11/2016 |

From the Engage Service Log tab at salesforce.com, you can view, edit, and delete your recent Engage service logs as well as create new service logs manually.