GENESYS™

Workforce Management Web for Supervisors Help

Configuration Audit Report

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Configuration Audit Report

This report can show configuration object (data) types that have been associated with specific sites and users, including the SYSTEM user.

To create a Configuration Audit Report:

1. On the **Reports** tab, select **Audit Reports** from the Views menu.

2. Select **Configuration Audit Report** from the list in the Objects pane.
   The Reports Wizard's first screen, **Header**, appears.

3. To print a header on the report, select **Show Header** and type your header text into the text box. Then (whether you entered a header or not), click **Next**.

4. Complete the **Date Range** screen.

   a. Under **Action Date Range**, do one of the following:

      • Select Start and End dates for supervisor actions with configuration objects.

      • Select the **Any** check box to select any date range for supervisor actions with configuration objects. If checked, the Start and End date fields are disabled.

   b. Under **Actions**, select the check boxes which indicate actions that you wish to audit: **Insert**, **Modify**, **Delete**.

   c. Under **Sort Options**, select one of the following from the drop-down menu:

      • **By Object's type**

      • **By Supervisor name**

      • **By Timestamp date**.

5. Click **Next**.

6. On the **Configuration Object Types** screen, under **Data Types**, select the check boxes for data types that you want to include in the report, and clear the check boxes for items that you want to omit.

7. Click **Next**.

8. On the **Data Page**, under **Available Users**, select the supervisors and other users (including agents, if shared transport groups are enabled) that you want to include in your report.

9. Click **Next**.

10. On the second **Data Page**, under **Available Sites**, select the sites to include in the report.
    You can expand business units to display their sites. You can select multiple sites.

11. Click **Finish**.

The report appears in the Report Viewer. The report is initially sorted by business unit within the enterprise, by site name within each business unit. Further sorting is based on **Sort Options** selected on the **Date Range** screen.

Understanding the Configuration Audit Report

Header	The selected business unit, site, and date period.
User Name	The name of the user (supervisor) or agent responsible for the action.
Action	The description of the action. Examples: Insert, Edit, and Delete.
Object Type	The object that is being reported (Example: Time-Off Type)
Object Name	The reported object's name (Example: Time Off 1)
Timestamp	The date and time of the supervisor action.
Field	Data field inside the object.
Old Value	The object's previous value (if there was one).
New Value	The object's updated value.