Add Audit Log to a Form

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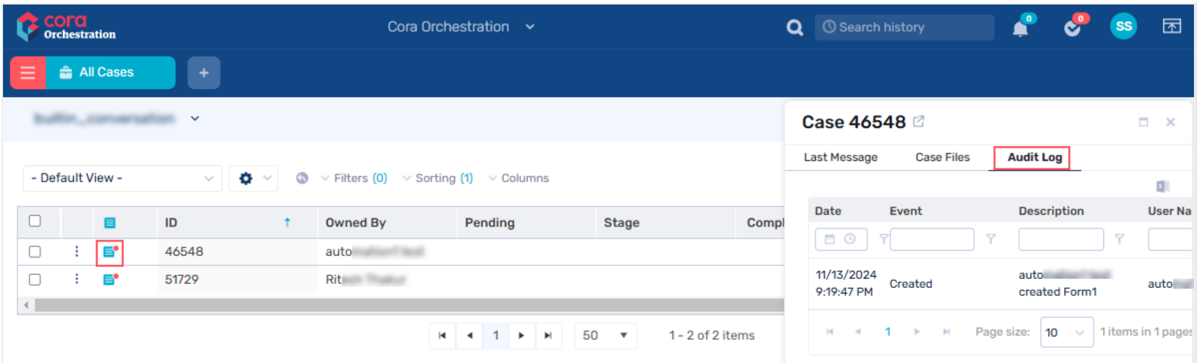
V10.7

Overview

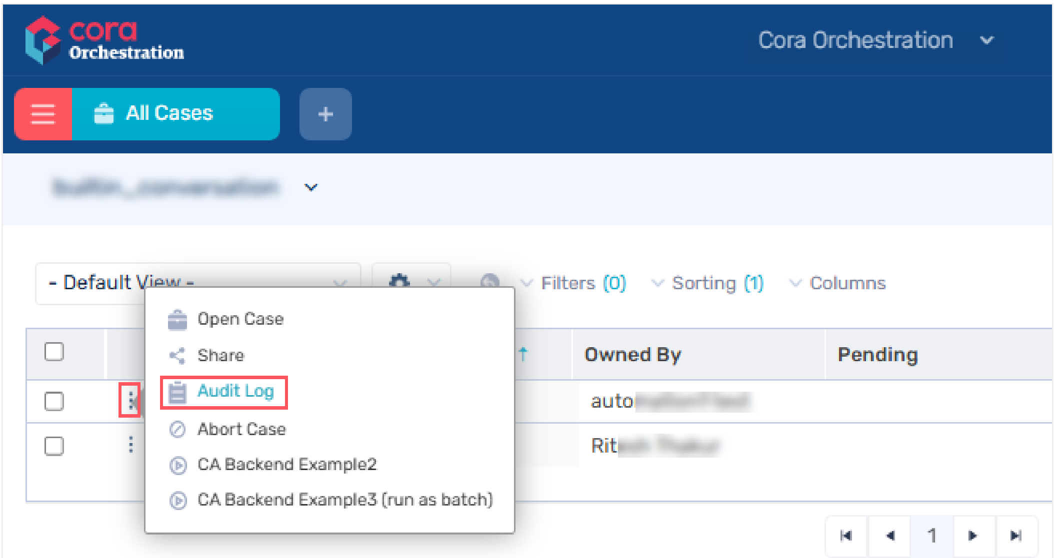
The case audit logs capture details of the system and custom events occurred on a case, and records the event details in the database.

By default, you can access a case audit log in the portal in multiple ways.

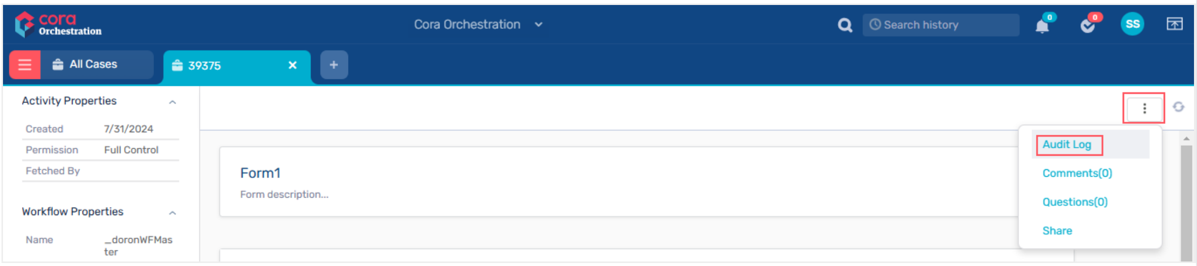
- Click the Audit Log tab in the Last Message quick access for a case.



- Click the Audit Log in the case vertical ellipses.



- View the case audit log in the case details page.



- View case audit log customized in a form. This option is available only when a workflow developer configures an audit log control in a form.

However, as a Workflow Developer you can add a customized audit log to a form in a workflow.

Procedure

1. In the Admin site, open the workflow in which you want to add the audit log.
2. Open the form in the workflow, and add the audit log control.