

Audit Trail

Audit Trail provides a searchable account history of phone system and RingCentral app admin settings changes to help admins solve configuration and user issues as well as track changes made by other admins in large organizations. This empowers admins to troubleshoot issues faster without having to reach out to support.

For accounts with multiple administrators, Audit Trail simplifies phone system changes by providing a log of account changes and providing visibility into recent admin activity. Quickly narrow down results with filters and text-based search.

Features and benefits

Phone system changes

Track phone system changes applied to company address, directory assistance, caller ID, phone number assignment, auto-attendant settings, and phone and device changes.

User changes

Audit Trail logs changes made to user lists and roles.

Login attempts

Monitor failed login attempts for online accounts.

RingCentral app settings changes

Track additions or removals of account administrators and changes made to company-wide settings such as the telephone service option, the ability to add guests, file/giphy sharing, the data retention policy (specifying number of days), and compliance exports.

Call queue settings changes

Track additions, removals, renamings, and updates to call queues. For each call queue, Audit Trail records changes made to the extension detail, greetings, call handling settings, messages and notification settings, call queue hours, overflow settings, and custom answering rule settings.

Audit details

With every log, Audit Trail captures date/time, the person who made the change and their role, the details of the change, the endpoint, and who the change affected.

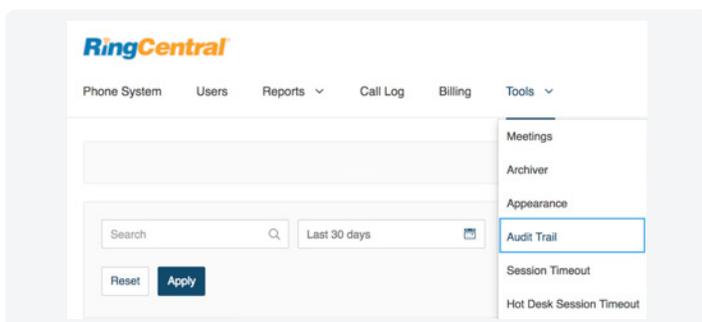
Export to CSV

Export up to 90 days of Audit Trail details to a CSV file.

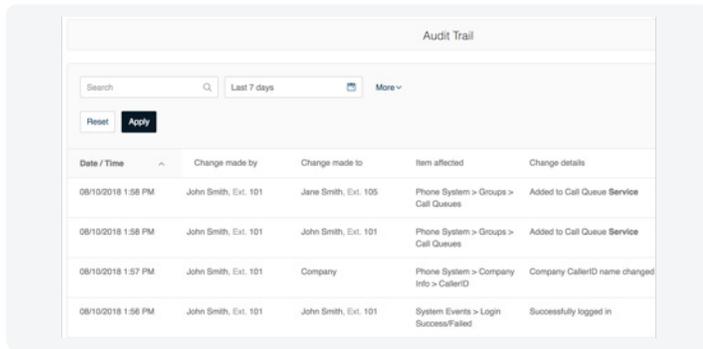
Search and filter

Narrow down specific changes using text-based searches and quick filters.

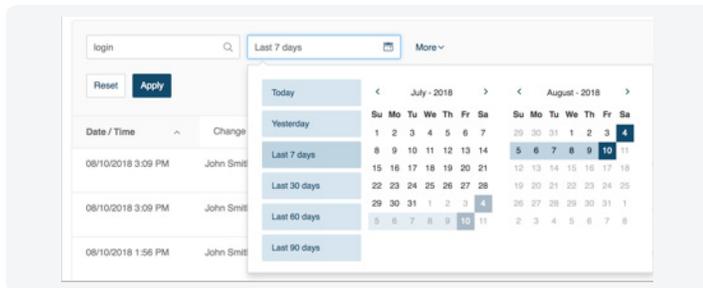
How it works



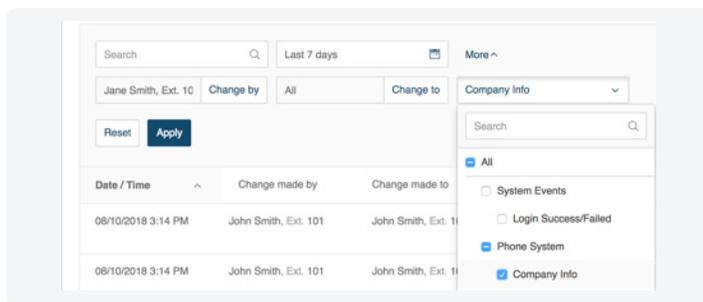
Super Admins and Billing Admins can access Audit Trail under **Tools** in the admin portal.



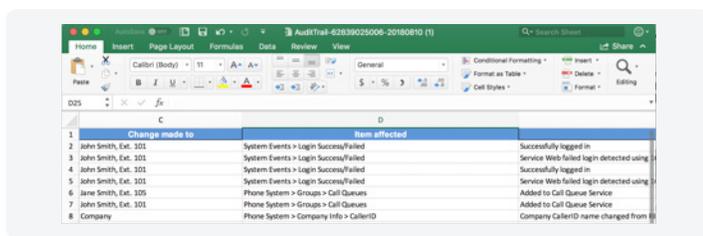
View a chronological history of phone system changes, user changes, and failed login attempts.



Use text-based search and date filters to find specific audit records.



Select **More** to view advanced filters including Change By, Change To, and Items Affected.



Export the current view to a CSV file by selecting **Download**.

Requirements

Audit Trail is available on all RingCentral editions to Super Admins and Billing Admins.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect from any location, on any device, and via any mode. RingCentral provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.