

Audit Trail

Audit Trail provides a searchable account history of phone system changes to help administrators solve configuration and user issues. This empowers administrators 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 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.

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.

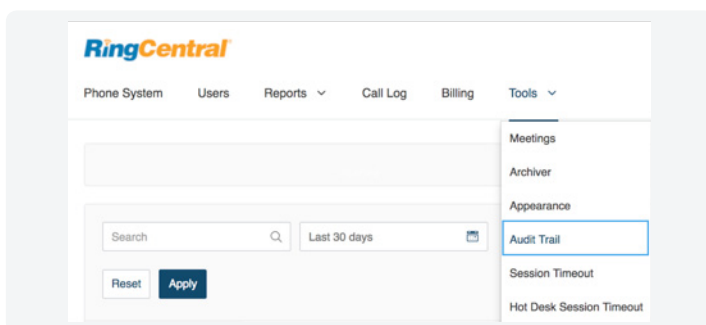
Export to CSV

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

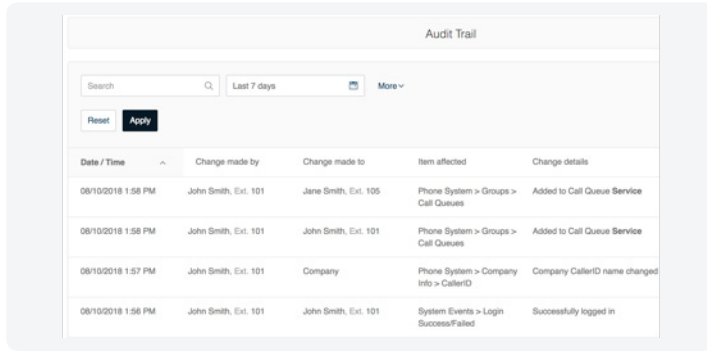
Search and filter

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

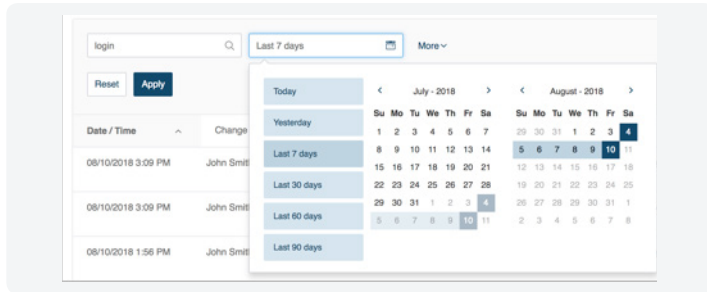
How it works



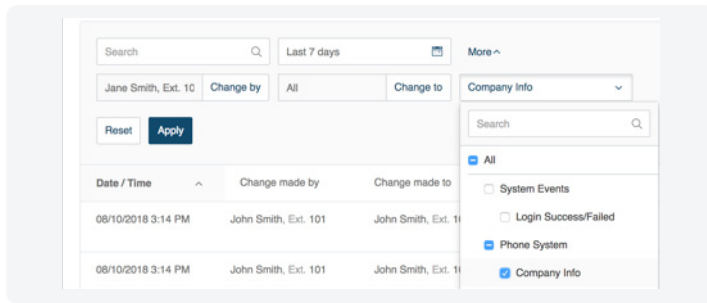
Super Admins and Billing Admins can access Audit Trail under **Tools** in the admin portal.



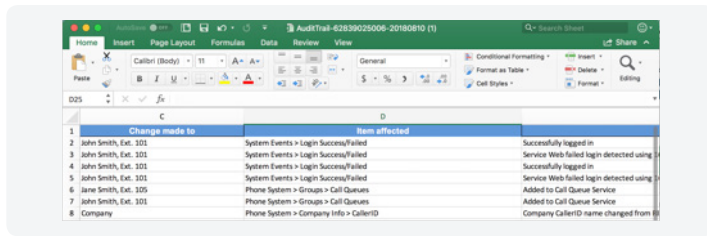
View a chronological history of phone system changes, user changes, and failed login attempts.



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 CSV file by selecting **Download**.

Requirements

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

For more information, please contact a sales representative. Visit ringcentral.co.uk or call 0800 098 8136.

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RingCentral UK Ltd. 85 Uxbridge Road, 2nd Floor, Ealing, London, W5 5TH. ringcentral.co.uk