

16.8 Audit Trails

The Audit Trails function allows the system administrator to know what a user has done in vtenext. You can enable/disable this control via the flag in the box, relative to the selected user.

This function has been improved from version 21.01, making it centralized, with the facility for granular extraction of all activities with complete details.

**Settings > Audit Trails**
Display Audit Trail of Users who access CRM

Audit Trails

Enable Audit Trail☒

Select User

Mario Rossi

Time interval

Current Month

Start Date

01-05-2026

(dd-mm-yyyy)

End Date

31-05-2026

(dd-mm-yyyy)

View Audit Trail

Export Audit Trail

User selection example

Search...

**Settings > Audit Trails**
Display Audit Trail of Users who access CRM

Audit Trails

Enable Audit Trail☒

Select User

Francesco Villani

Time interval

Current Month

Start Date

01-05-2026

(dd-mm-yyyy)

End Date

31-05-2026

(dd-mm-yyyy)

View Audit Trail

Export Audit Trail

Showing 21 - 40 of 1191

1

2

3

4

5

...

DATE & TIME	INDIRIZZO IP	SUPPORT SESSION	MODULE	ACTION	LINK	DETAILS
2026-05-13 07:31:02	10.10.1.5		Leads	View Module List (count)	Lista	
2026-05-13 07:33:36	10.10.1.5		Leads	View Module List	Lista	
2026-05-13 07:33:36	10.10.1.5		Leads	View Module List (count)	Lista	
2026-05-13 07:33:42	10.10.1.5		Talks	View Module List	Lista	
2026-05-13 07:33:42	10.10.1.5		Talks	ChatControllerAjax		
2026-05-13 08:00:04	10.10.1.5		Messages	View Module List	Lista	
2026-05-13 08:00:06	10.10.1.5		Messages	Settings/index		
2026-05-13 08:03:24	10.10.1.5		Messages	Settings/index		
2026-05-13 08:03:37	10.10.1.5		Messages	Settings/index		

User activity detail view

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