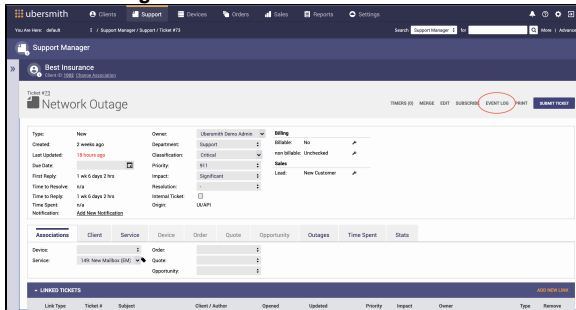


Using the Support Ticket Event Log

You can see every action, or event, that has been performed on a support ticket. Each event is listed with its event ID, the date and time the event occurred, the action that was performed, the user that performed the action, and the IP of the event, if applicable. You can enable any selected events to be visible to your clients.

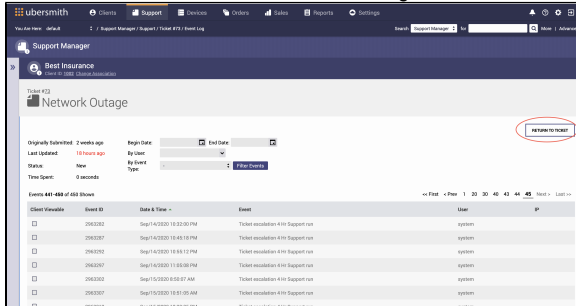
Accessing the Support Ticket Event Log

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Click **Event Log**.



The **Event Log** page appears.

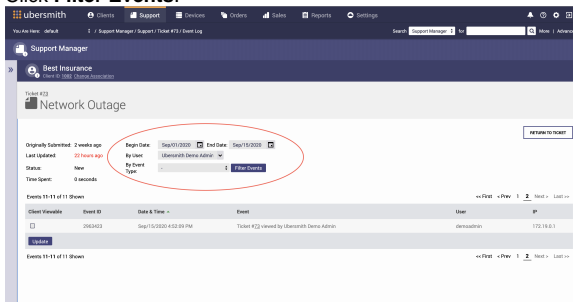
4. Click **Return to Ticket** to close the **Event Log** and return to the support ticket.



Filtering Support Ticket Events

You can narrow the ticket events to display ones that match your selected criteria.

1. [Access the Event Log.](#)
2. In the **Begin Date** field, enter the date for the starting range.
3. In the **End Date** field, enter the date for the ending range.
4. In the **By User** field, select the user who performed the action.
5. In the **By Event Type** field, select the type of event to look for, either user assignments, ticket state changes, client/service assignments, priority changes, impact changes, department changes, client activity, follow ups/comments, or time spent updates
6. Click **Filter Events**.



Sharing Ticket Events with Clients

1. [Access the Event Log.](#)
2. [Filter ticket events](#) to find the ones you want to share, if necessary.
3. Select **Client Viewable**.

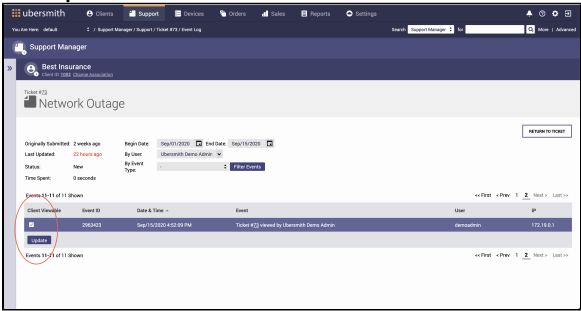
On this page:

On this page:

- [Accessing the Support Ticket Event Log](#)
- [Filtering Support Ticket Events](#)
- [Sharing Ticket Events with Clients](#)

[Related Topics](#)

4. Click **Update**.



Related Topics

[Support Manager](#)

[Support Manager Settings](#)