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Framework Management Layer User's Guide

How to Trace Interactions

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You can trace interactions by using Interaction-level log records. You can view these logs using Genesys Administrator. The installation requirements for enabling the Interaction view are the same as for the [Centralized Log](#).

Before tracing interactions, make sure that:

- Management Layer components are installed and running.
- Centralized Logging is enabled.
- You are logged in to Genesys Administrator.

Then do the following:

1. In Genesys Administrator, select **Monitoring > Environment > Centralized Log**, and select the **Interaction** tab.
2. To view a single Interaction log record, click the triangle to the left of the record.
3. To view all Interaction-level log records for a specific application or host, do one of the following:
 - Filter these records by entering the name of the application or host in the **Application** or **Host** field, respectively.
 - Select **Provisioning > Environment > Applications or Hosts > <name of object>**, and select the **Interaction** tab.

For more information, refer to [Genesys Administrator Help](#).