



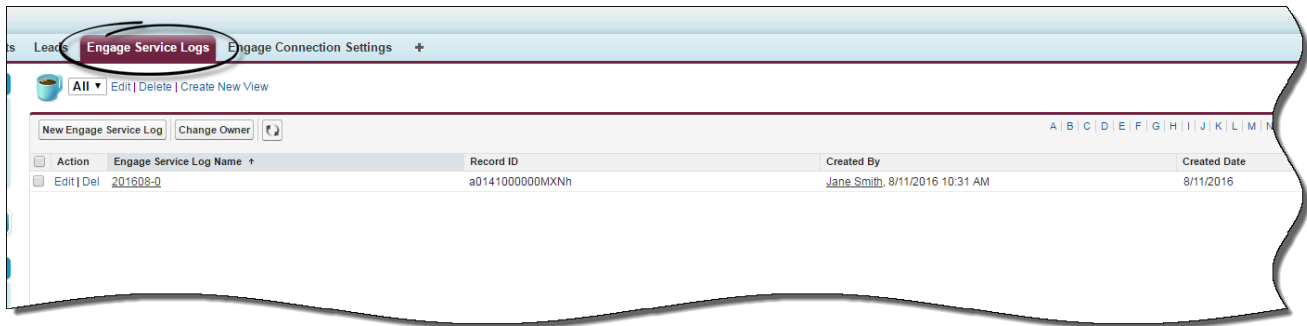
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Genesys Engage cloud Administrator's Guide

[Service Logs](#)

Service Logs

Service Logs are where all Salesforce API exchanges with your Outbound account are recorded and stored. Each interaction consists of a Request and Acknowledgment. These API exchanges are stored as a service log every time this communication is invoked.



From the Engage Service Log tab at salesforce.com, you can view, edit, and delete your recent Engage service logs as well as create new service logs manually.