# Title: Audit Log - Workflow, sales campaign and Territory (Sample payload)

**Workflow Automation Create:**

Track the payload type workflow\_automation\_create.

**Sample payload:**

**Workflow automation create payload** Expand source

{  
 "account\_id": "1637850793",  
 "organisation\_id": "384009301489538276",  
 "bundle\_id": "384009301745390824",  
 "pod": "uswest2-pod1",  
 "region": "us-west-2",  
 "payload\_type": "workflow\_automation\_create",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "WorkflowAutomation",  
 "actor": {  
 "id": 266775,  
 "name": "Noviya Balasubramanian",  
 "email": "noviya.balasubramanian@freshworks.com",  
 "job\_title": "Engineer",  
 "work\_number": null,  
 "mobile\_number": null,  
 "language": "en",  
 "time\_zone": "Eastern Time (US \u0026 Canada)",  
 "is\_active": true,  
 "deal\_pipeline\_id": 183698,  
 "is\_forgotten": false,  
 "created\_at": "2021-11-25T14:33:14Z",  
 "updated\_at": "2021-11-25T15:56:24Z",  
 "uuid": "384009301778945258",  
 "reports\_to\_id": null,  
 "type": "user"  
 },  
 "action": "create",  
 "action\_epoch": 1642599627.5452378,  
 "uuid": "5c95c6d0792d11ec90c1024201e5ce7d",  
 "account\_full\_domain": "noviya360staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-01-19T13:40:27.545Z",  
 "product\_push\_timestamp": "2022-01-19T13:40:28.500Z",  
 "mcr\_account\_id": "1463899260706709504",  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "384009301745390824",  
 "event\_info": {  
 "ip\_address": "13.234.188.229"  
 },  
 "model\_properties": {  
 "id": 263018,  
 "account\_id": 1637850793,  
 "name": "Untitled workflow - 19 Jan 2022, 18:35:35 GMT+05:30",  
 "description": "Contact mode and source info based workflow",  
 "category": "Contact",  
 "position": 9,  
 "creater\_id": 266775,  
 "updater\_id": 266775,  
 "status": "active",  
 "conditions": {  
 "filter\_options": {  
 "block\_operator": "AND",  
 "filter\_rules": {  
 "1": {  
 "position": 1,  
 "label": "Source info",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": [1806546, 1806548, 1806550],  
 "type": 2,  
 "attribute": "lead\_source\_id",  
 "operator": "is\_not\_in"  
 }, {  
 "model": "Contact",  
 "value": "",  
 "type": 2,  
 "attribute": "external\_id",  
 "operator": "is\_not\_empty"  
 }]  
 },  
 "2": {  
 "position": 2,  
 "label": "Contact mode",  
 "logic": "OR",  
 "rules": [{  
 "model": "Contact",  
 "value": [7, 8, 6],  
 "type": 2,  
 "attribute": "last\_contacted\_mode",  
 "operator": "is\_in"  
 }]  
 }  
 }  
 },  
 "version": 1,  
 "type": "single\_module"  
 }  
 },  
 "associations": {  
 "creator": {  
 "id": 266775,  
 "name": "Noviya Balasubramanian",  
 "type": "user",  
 "email": "noviya.balasubramanian@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US \u0026 Canada)",  
 "created\_at": "2021-11-25T14:33:14Z",  
 "updated\_at": "2021-11-25T15:56:24Z",  
 "deal\_pipeline\_id": 183698,  
 "job\_title": "Engineer",  
 "uuid": "384009301778945258",  
 "reports\_to\_id": null  
 },  
 "updater": {  
 "id": 266775,  
 "name": "Noviya Balasubramanian",  
 "type": "user",  
 "email": "noviya.balasubramanian@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US \u0026 Canada)",  
 "created\_at": "2021-11-25T14:33:14Z",  
 "updated\_at": "2021-11-25T15:56:24Z",  
 "deal\_pipeline\_id": 183698,  
 "job\_title": "Engineer",  
 "uuid": "384009301778945258",  
 "reports\_to\_id": null  
 },  
 "workflow\_automation\_actions": [{  
 "id": 442619,  
 "action\_type": "update",  
 "entity\_params": {  
 "model": "SalesAccount",  
 "attribute": "owner\_id",  
 "value\_type": 0,  
 "value": 266775,  
 "meta": {}  
 },  
 "position": 1,  
 "created\_at": "2022-01-19T13:40:27Z",  
 "updated\_at": "2022-01-19T13:40:27Z"  
 }, {  
 "id": 442620,  
 "action\_type": "update\_all",  
 "entity\_params": {  
 "model": "Deal",  
 "attribute": "deal\_stage\_id",  
 "value\_type": 0,  
 "value": 1248344,  
 "meta": {}  
 },  
 "position": 2,  
 "created\_at": "2022-01-19T13:40:27Z",  
 "updated\_at": "2022-01-19T13:40:27Z"  
 }]  
 }  
 }  
}

**Workflow Automation Update:**

Track the payload type workflow\_automation\_update.

The message["payload"]["changes"]["model\_changes"] should have one of the following keys:

* name
* description
* status
* conditions
* entity\_params
* position

**Sample payload**

**Workflow automation update payload** Expand source

{  
 "account\_id": "1637850793",  
 "organisation\_id": "384009301489538276",  
 "bundle\_id": "384009301745390824",  
 "pod": "uswest2-pod1",  
 "region": "us-west-2",  
 "payload\_type": "workflow\_automation\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "WorkflowAutomation",  
 "actor": {  
 "id": 266775,  
 "name": "Noviya Balasubramanian",  
 "email": "noviya.balasubramanian@freshworks.com",  
 "job\_title": "Engineer",  
 "work\_number": null,  
 "mobile\_number": null,  
 "language": "en",  
 "time\_zone": "Eastern Time (US \u0026 Canada)",  
 "is\_active": true,  
 "deal\_pipeline\_id": 183698,  
 "is\_forgotten": false,  
 "created\_at": "2021-11-25T14:33:14Z",  
 "updated\_at": "2021-11-25T15:56:24Z",  
 "uuid": "384009301778945258",  
 "reports\_to\_id": null,  
 "type": "user"  
 },  
 "action": "update",  
 "action\_epoch": 1642600095.671496,  
 "uuid": "739c2cec792e11ec90c1024201e5ce7d",  
 "account\_full\_domain": "noviya360staging.myfreshworks.dev/crm/sales",  
 "event\_timestamp": "2022-01-19T13:48:15.671Z",  
 "product\_push\_timestamp": "2022-01-19T13:48:17.083Z",  
 "mcr\_account\_id": "1463899260706709504",  
 "bundle\_status": "COMPLETED",  
 "bundle\_id": "384009301745390824",  
 "event\_info": {  
 "ip\_address": "13.234.188.229"  
 },  
 "model\_properties": {  
 "id": 263018,  
 "account\_id": 1637850793,  
 "name": "Chennai based contacts update",  
 "description": "Contact mode and source info based workflow for Chennai contacts",  
 "category": "Contact",  
 "position": 9,  
 "creater\_id": 266775,  
 "updater\_id": 266775,  
 "status": "active",  
 "conditions": {  
 "filter\_options": {  
 "block\_operator": "OR",  
 "filter\_rules": {  
 "1": {  
 "position": 1,  
 "label": "Source info",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": [1806546, 1806553],  
 "type": 2,  
 "attribute": "lead\_source\_id",  
 "operator": "is\_not\_in"  
 }]  
 },  
 "2": {  
 "position": 2,  
 "label": "Contact and status mode",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": [7, 8],  
 "type": 2,  
 "attribute": "last\_contacted\_mode",  
 "operator": "is\_in"  
 }, {  
 "model": "Contact",  
 "value": [1119302],  
 "type": 2,  
 "attribute": "contact\_status\_id",  
 "operator": "is\_in"  
 }]  
 },  
 "3": {  
 "position": 3,  
 "label": "Chennai contacts",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": ["Chennai"],  
 "type": 2,  
 "attribute": "time\_zone",  
 "operator": "is\_in"  
 }]  
 }  
 }  
 },  
 "version": 1,  
 "type": "single\_module"  
 }  
 },  
 "associations": {  
 "creator": {  
 "id": 266775,  
 "name": "Noviya Balasubramanian",  
 "type": "user",  
 "email": "noviya.balasubramanian@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US \u0026 Canada)",  
 "created\_at": "2021-11-25T14:33:14Z",  
 "updated\_at": "2021-11-25T15:56:24Z",  
 "deal\_pipeline\_id": 183698,  
 "job\_title": "Engineer",  
 "uuid": "384009301778945258",  
 "reports\_to\_id": null  
 },  
 "updater": {  
 "id": 266775,  
 "name": "Noviya Balasubramanian",  
 "type": "user",  
 "email": "noviya.balasubramanian@freshworks.com",  
 "is\_active": true,  
 "work\_number": null,  
 "mobile\_number": null,  
 "time\_zone": "Eastern Time (US \u0026 Canada)",  
 "created\_at": "2021-11-25T14:33:14Z",  
 "updated\_at": "2021-11-25T15:56:24Z",  
 "deal\_pipeline\_id": 183698,  
 "job\_title": "Engineer",  
 "uuid": "384009301778945258",  
 "reports\_to\_id": null  
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 "workflow\_automation\_actions": [{  
 "id": 442619,  
 "action\_type": "update",  
 "entity\_params": {  
 "model": "SalesAccount",  
 "attribute": "owner\_id",  
 "value\_type": 1,  
 "value": "owner\_id",  
 "meta": {  
 "value\_model": "Contact"  
 }  
 },  
 "position": 1,  
 "created\_at": "2022-01-19T13:40:27Z",  
 "updated\_at": "2022-01-19T13:48:15Z"  
 }, {  
 "id": 442621,  
 "action\_type": "update",  
 "entity\_params": {  
 "model": "Contact",  
 "attribute": "lifecycle\_stage\_id",  
 "value\_type": 0,  
 "value": "1018322131",  
 "meta": {}  
 },  
 "position": 2,  
 "created\_at": "2022-01-19T13:48:15Z",  
 "updated\_at": "2022-01-19T13:48:15Z"  
 }, {  
 "id": 442622,  
 "action\_type": "add\_tag",  
 "entity\_params": {  
 "model": "Contact",  
 "value": ["urgent"]  
 },  
 "position": 3,  
 "created\_at": "2022-01-19T13:48:15Z",  
 "updated\_at": "2022-01-19T13:48:15Z"  
 }]  
 },  
 "changes": {  
 "model\_changes": {  
 "name": ["Untitled workflow - 19 Jan 2022, 18:35:35 GMT+05:30", "Chennai based contacts update"],  
 "description": ["Contact mode and source info based workflow", "Contact mode and source info based workflow for Chennai contacts"],  
 "conditions": [{  
 "filter\_options": {  
 "block\_operator": "AND",  
 "filter\_rules": {  
 "1": {  
 "position": 1,  
 "label": "Source info",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": [1806546, 1806548, 1806550],  
 "type": 2,  
 "attribute": "lead\_source\_id",  
 "operator": "is\_not\_in"  
 }, {  
 "model": "Contact",  
 "value": "",  
 "type": 2,  
 "attribute": "external\_id",  
 "operator": "is\_not\_empty"  
 }]  
 },  
 "2": {  
 "position": 2,  
 "label": "Contact mode",  
 "logic": "OR",  
 "rules": [{  
 "model": "Contact",  
 "value": [7, 8, 6],  
 "type": 2,  
 "attribute": "last\_contacted\_mode",  
 "operator": "is\_in"  
 }]  
 }  
 }  
 },  
 "version": 1,  
 "type": "single\_module"  
 }, {  
 "filter\_options": {  
 "block\_operator": "OR",  
 "filter\_rules": {  
 "1": {  
 "position": 1,  
 "label": "Source info",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": [1806546, 1806553],  
 "type": 2,  
 "attribute": "lead\_source\_id",  
 "operator": "is\_not\_in"  
 }]  
 },  
 "2": {  
 "position": 2,  
 "label": "Contact and status mode",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": [7, 8],  
 "type": 2,  
 "attribute": "last\_contacted\_mode",  
 "operator": "is\_in"  
 }, {  
 "model": "Contact",  
 "value": [1119302],  
 "type": 2,  
 "attribute": "contact\_status\_id",  
 "operator": "is\_in"  
 }]  
 },  
 "3": {  
 "position": 3,  
 "label": "Chennai contacts",  
 "logic": "AND",  
 "rules": [{  
 "model": "Contact",  
 "value": ["Chennai"],  
 "type": 2,  
 "attribute": "time\_zone",  
 "operator": "is\_in"  
 }]  
 }  
 }  
 },  
 "version": 1,  
 "type": "single\_module"  
 }],  
 "updated\_at": ["2022-01-19T08:40:27-05:00", "2022-01-19T08:48:15-05:00"],  
 "entity\_params": [  
 [{  
 "model": "Deal",  
 "attribute": "deal\_stage\_id",  
 "value\_type": 0,  
 "value": 1248344,  
 "meta": {},  
 "id": 442620,  
 "position": 2,  
 "created": "2022-01-19T08:40:27-05:00",  
 "updated": "2022-01-19T08:40:27-05:00"  
 }, {}],  
 [{  
 "model": "SalesAccount",  
 "attribute": "owner\_id",  
 "value\_type": 0,  
 "value": 266775,  
 "meta": {},  
 "id": 442619,  
 "position": 1,  
 "created": "2022-01-19T08:40:27-05:00",  
 "updated": "2022-01-19T08:48:15-05:00"  
 }, {  
 "model": "SalesAccount",  
 "attribute": "owner\_id",  
 "value\_type": 1,  
 "value": "owner\_id",  
 "meta": {  
 "value\_model": "Contact"  
 },  
 "id": 442619,  
 "position": 1,  
 "created": "2022-01-19T08:40:27-05:00",  
 "updated": "2022-01-19T08:48:15-05:00"  
 }],  
 [{}, {  
 "model": "Contact",  
 "attribute": "lifecycle\_stage\_id",  
 "value\_type": 0,  
 "value": "1018322131",  
 "meta": {},  
 "id": 442621,  
 "position": 2,  
 "created": "2022-01-19T08:48:15-05:00",  
 "updated": "2022-01-19T08:48:15-05:00"  
 }],  
 [{}, {  
 "model": "Contact",  
 "value": ["urgent"],  
 "id": 442622,  
 "position": 3,  
 "created": "2022-01-19T08:48:15-05:00",  
 "updated": "2022-01-19T08:48:15-05:00"  
 }]  
 ],  
 "action\_type": [  
 [3, null],  
 [2, 2],  
 [null, 2],  
 [null, 14]  
 ],  
 "block\_operator": ["AND", "OR"],  
 "filter\_rules\_label": [  
 [{  
 "2": {  
 "label": "Contact mode"  
 }  
 }],  
 [{  
 "2": {  
 "label": "Contact and status mode"  
 }  
 }, {  
 "3": {  
 "label": "Chennai contacts"  
 }  
 }]  
 ],  
 "filter\_rules\_operator": [  
 [{  
 "2": {  
 "logic": "OR"  
 }  
 }],  
 [{  
 "2": {  
 "logic": "AND"  
 }  
 }, {  
 "3": {  
 "logic": "AND"  
 }  
 }]  
 ],  
 "condition\_updated": {  
 "removed": [{  
 "1": {  
 "rules": [{  
 "model": "contact property",  
 "operator": "is not in",  
 "attribute": "Source",  
 "value": ["Organic Search", "Phone", "Web Form"]  
 }]  
 }  
 }, {  
 "2": {  
 "rules": [{  
 "model": "contact property",  
 "operator": "is in",  
 "attribute": "Last contacted mode",  
 "value": ["Sales Activity", "SMS", "Chat Conversation"]  
 }]  
 }  
 }],  
 "added": [{  
 "1": {  
 "rules": [{  
 "model": "contact property",  
 "operator": "is not in",  
 "attribute": "Source",  
 "value": ["Organic Search", "Paid Search"]  
 }]  
 }  
 }, {  
 "2": {  
 "rules": [{  
 "model": "contact property",  
 "operator": "is in",  
 "attribute": "Last contacted mode",  
 "value": ["Sales Activity", "SMS"]  
 }]  
 }  
 }]  
 },  
 "condition\_added": [{  
 "2": {  
 "rules": [{  
 "model": "contact property",  
 "operator": "is in",  
 "attribute": "Status",  
 "value": ["Contacted"]  
 }]  
 }  
 }, {  
 "3": {  
 "rules": [{  
 "model": "contact property",  
 "operator": "is in",  
 "attribute": "Time zone",  
 "value": ["Chennai"]  
 }]  
 }  
 }],  
 "condition\_removed": [{  
 "1": {  
 "rules": [{  
 "model": "contact property",  
 "operator": "is not empty",  
 "attribute": "External ID"  
 }]  
 }  
 }],  
 "action\_updated": {  
 "added": [{  
 "id": 442619,  
 "position": 1,  
 "created": "2022-01-19T08:40:27-05:00",  
 "updated": "2022-01-19T08:48:15-05:00",  
 "value type": "Reference value",  
 "value": "Sales owner",  
 "model": "Update account",  
 "field": "Sales owner"  
 }],  
 "removed": [{  
 "id": 442619,  
 "position": 1,  
 "created": "2022-01-19T08:40:27-05:00",  
 "updated": "2022-01-19T08:48:15-05:00",  
 "value type": "Fixed value",  
 "value": ["Noviya Balasubramanian"],  
 "model": "Update account",  
 "field": "Sales owner"  
 }]  
 },  
 "action\_added": [{  
 "id": 442621,  
 "position": 2,  
 "created": "2022-01-19T08:48:15-05:00",  
 "updated": "2022-01-19T08:48:15-05:00",  
 "value type": "Fixed value",  
 "value": "1018322131",  
 "model": "Update contact",  
 "field": "Lifecycle stage"  
 }, {  
 "id": 442622,  
 "position": 3,  
 "created": "2022-01-19T08:48:15-05:00",  
 "updated": "2022-01-19T08:48:15-05:00",  
 "value": ["urgent"],  
 "model": "Add tag"  
 }],  
 "action\_removed": [{  
 "id": 442620,  
 "position": 2,  
 "created": "2022-01-19T08:40:27-05:00",  
 "updated": "2022-01-19T08:40:27-05:00",  
 "value type": "Fixed value",  
 "value": ["Under review"],  
 "model": "Update deal",  
 "field": "Deal stage"  
 }]  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

**Sales Sequence Create:**

Track the payload type sales\_sequence\_create.

**Sample payload:**

**Sales Sequence Create Payload** Expand source

{  
 "account\_id": "1551267426",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "sales\_sequence\_create",  
 "payload\_version": "1.1",  
 "payload": {  
 "model": "SalesSequence",  
 "actor": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 },  
 "action": "create",  
 "action\_epoch": 1552385256.007473,  
 "uuid": "a8e4c46644ae11e9a19d1c36bbed8e69",  
 "account\_full\_domain": "localhost2.freshsales-dev.com",  
 "event\_timestamp": "2019-03-12T10:07:36Z",  
 "product\_push\_timestamp": "2019-03-12T10:07:36Z",  
 "custom\_model": {  
 "singular": null,  
 "plural": null  
 },  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "id": 18,  
 "account\_id": 1551267426,  
 "name": "New Campaign",  
 "category": "Lead",  
 "entry\_conditions": {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "AND",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "Lead",  
 "value": [  
 2  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "owner\_id"  
 }  
 ]  
 },  
 "exclude\_duplicate": false,  
 "include\_all\_contacts": false,  
 "updated\_at": "2019-03-12T10:07:35Z"  
 },  
 "exit\_conditions": {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "OR",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "Lead",  
 "value": true,  
 "type": 1,  
 "operator": "is",  
 "attribute": "do\_not\_disturb"  
 },  
 {  
 "model": "Lead",  
 "value": [  
 1  
 ],  
 "type": 1,  
 "operator": "is\_not\_in",  
 "attribute": "email\_status"  
 }  
 ]  
 }  
 },  
 "status": "active",  
 "last\_ran\_at": null,  
 "creater\_id": 2,  
 "updater\_id": null,  
 "created\_at": "2019-03-12T10:07:35Z",  
 "updated\_at": "2019-03-12T10:07:35Z",  
 "status\_changed\_at": "2019-03-12T10:07:35Z"  
 },  
 "associations": {  
 "creator": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 },  
 "updater": null,  
 "sales\_sequence\_steps": [  
 {  
 "id": 95,  
 "action\_type": "Email",  
 "conditions": {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "AND",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "Lead",  
 "value": [  
 17  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "lead\_source\_id"  
 }  
 ]  
 }  
 },  
 "entity\_params": {  
 "model": "Lead",  
 "template\_id": "2",  
 "needs\_tracking": 1,  
 "unsubscribe": 1,  
 "signature": 1,  
 "from": [  
 {  
 "targetable\_id": "2",  
 "targetable\_type": "User",  
 "text": "mudhabir",  
 "email": "mudhabir.ahmed@freshworks.com"  
 }  
 ],  
 "reply\_to": [  
 {  
 "text": "mudhabir+2@localhost2.freshsales-dev.com",  
 "targetable\_id": "\_user\_sales\_email\_",  
 "targetable\_type": "\_user\_sales\_email\_",  
 "email": "mudhabir+2@localhost2.freshsales-dev.com"  
 }  
 ],  
 "cc": null,  
 "bcc": null,  
 "new\_email": 1,  
 "template\_name": "test",  
 "template\_subject": null,  
 "execution\_day": 1  
 },  
 "position": 1,  
 "created\_at": "2019-03-12T10:07:35Z",  
 "updated\_at": "2019-03-12T10:07:35Z"  
 }  
 ]  
 }  
 }  
}

**Sales Sequence Update:**

Track the payload type sales\_sequence\_update.

The message["payload"]["changes"]["model\_changes"] should have one of the following keys:

* name
* status
* entry\_conditions
* exit\_conditions
* sales\_sequence\_steps\_changes
* campaign\_type

**Sample payload**

**Sales Sequence Update Payload** Expand source

{  
 "account\_id": "1551267426",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "sales\_sequence\_update",  
 "payload\_version": "1.1",  
 "payload": {  
 "model": "SalesSequence",  
 "actor": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 },  
 "action": "update",  
 "action\_epoch": 1551773588.473513,  
 "uuid": "82a200423f1e11e991d51c36bbed8e69",  
 "account\_full\_domain": "localhost2.freshsales-dev.com",  
 "event\_timestamp": "2019-03-05T08:13:08Z",  
 "product\_push\_timestamp": "2019-03-05T08:13:08Z",  
 "custom\_model": {  
 "singular": null,  
 "plural": null  
 },  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "id": 16,  
 "account\_id": 1551267426,  
 "name": "New Campaign545",  
 "category": "Lead",  
 "entry\_conditions": {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "AND",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "Lead",  
 "value": [  
 17,  
 16  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "lead\_source\_id"  
 },  
 {  
 "model": "Lead",  
 "value": [  
 4  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "lead\_reason\_id"  
 }  
 ]  
 },  
 "exclude\_duplicate": false,  
 "updated\_at": "2019-03-05T08:13:08Z"  
 },  
 "exit\_conditions": {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "OR",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "Lead",  
 "value": false,  
 "type": 1,  
 "operator": "is",  
 "attribute": "do\_not\_disturb"  
 },  
 {  
 "model": "Lead",  
 "value": [  
 6  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "lead\_reason\_id"  
 }  
 ]  
 }  
 },  
 "status": "active",  
 "last\_ran\_at": "2019-03-04T11:02:10Z",  
 "creater\_id": 2,  
 "updater\_id": 2,  
 "created\_at": "2019-02-28T07:43:55Z",  
 "updated\_at": "2019-03-05T08:13:08Z",  
 "status\_changed\_at": "2019-03-05T08:13:08Z"  
 },  
 "associations": {  
 "creator": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 },  
 "updater": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 },  
 "sales\_sequence\_steps": [  
 {  
 "id": 81,  
 "action\_type": "Email",  
 "conditions": {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "AND",  
 "logic": "",  
 "filter\_rules": null  
 }  
 },  
 "entity\_params": {  
 "model": "Lead",  
 "template\_id": "2",  
 "needs\_tracking": 1,  
 "unsubscribe": 1,  
 "signature": 1,  
 "from": [  
 {  
 "targetable\_id": "2",  
 "targetable\_type": "User",  
 "text": "mudhabir",  
 "email": "mudhabir.ahmed@freshworks.com"  
 }  
 ],  
 "reply\_to": [  
 {  
 "text": "mudhabir+2@localhost2.freshsales-dev.com",  
 "targetable\_id": "\_user\_sales\_email\_",  
 "targetable\_type": "\_user\_sales\_email\_",  
 "email": "mudhabir+2@localhost2.freshsales-dev.com"  
 }  
 ],  
 "cc": [  
 {  
 "targetable\_id": "2",  
 "targetable\_type": "User",  
 "text": "mudhabir"  
 }  
 ],  
 "bcc": null,  
 "new\_email": 1,  
 "template\_name": "test",  
 "template\_subject": null,  
 "execution\_day": 1  
 },  
 "position": 1,  
 "created\_at": "2019-03-01T06:40:03Z",  
 "updated\_at": "2019-03-05T08:13:08Z"  
 },  
 {  
 "id": 84,  
 "action\_type": "Followup",  
 "conditions": {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "AND",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "EmailActivity",  
 "value": null,  
 "type": 1,  
 "operator": "if\_replied",  
 "attribute": "1"  
 }  
 ]  
 }  
 },  
 "entity\_params": {  
 "model": "Lead",  
 "title": "Follow up 22",  
 "owner": "2",  
 "due\_date": {  
 "time": "08:29"  
 },  
 "execution\_day": 1  
 },  
 "position": 2,  
 "created\_at": "2019-03-05T08:13:08Z",  
 "updated\_at": "2019-03-05T08:13:08Z"  
 }  
 ]  
 },  
 "changes": {  
 "model\_changes": {  
 "frequency": [  
 5,  
 6  
 ],  
 "interval\_hour": [  
 16,  
 17  
 ],  
 "interval\_min": [  
 29,  
 0  
 ],  
 "entry\_conditions": [  
 {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "AND",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "Lead",  
 "value": [  
 2  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "owner\_id"  
 },  
 {  
 "model": "Lead",  
 "value": [  
 17  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "lead\_source\_id"  
 }  
 ]  
 },  
 "exclude\_duplicate": false,  
 "updated\_at": "2019-02-28T14:42:09Z"  
 },  
 {  
 "filter\_options": {  
 "logic\_type": "simple",  
 "simple\_logic\_operator": "AND",  
 "logic": "",  
 "filter\_rules": [  
 {  
 "model": "Lead",  
 "value": [  
 17,  
 16  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "lead\_source\_id"  
 },  
 {  
 "model": "Lead",  
 "value": [  
 4  
 ],  
 "type": 1,  
 "operator": "is\_in",  
 "attribute": "lead\_reason\_id"  
 }  
 ]  
 },  
 "exclude\_duplicate": false,  
 "updated\_at": "2019-03-05T08:13:08Z"  
 }  
 ],  
 "status\_changed\_at": [  
 "2019-03-05T08:11:44Z",  
 "2019-03-05T08:13:08Z"  
 ],  
 "updated\_at": [  
 "2019-03-05T08:11:44Z",  
 "2019-03-05T08:13:08Z"  
 ],  
 "campaign\_type": [  
 {  
 "time": "16:29",  
 "Time zone": "(GMT+05:30) Chennai",  
 "Exclude weekend": "Yes",  
 "model": "Smart Campaign",  
 "time interval": "a day"  
 },  
 {  
 "time": "17:0",  
 "Time zone": "(GMT+05:30) Chennai",  
 "Exclude weekend": "Yes",  
 "model": "Classic Campaign"  
 }  
 ],  
 "entry\_condition\_updated": {  
 "removed": [  
 {  
 "model": "lead property",  
 "operator": "is in",  
 "value": [  
 "Email"  
 ],  
 "attribute": "Source"  
 }  
 ],  
 "added": [  
 {  
 "model": "lead property",  
 "operator": "is in",  
 "value": [  
 "Email",  
 "Organic Search"  
 ],  
 "attribute": "Source"  
 }  
 ]  
 },  
 "entry\_condition\_added": [  
 {  
 "model": "lead property",  
 "operator": "is in",  
 "value": [  
 "Junk Lead"  
 ],  
 "attribute": "Unqualified reason"  
 }  
 ],  
 "entry\_condition\_removed": [  
 {  
 "model": "lead property",  
 "operator": "is in",  
 "value": [  
 "mudhabir"  
 ],  
 "attribute": "Owner"  
 }  
 ],  
 "sales\_sequence\_steps\_changes": [  
 {  
 "step\_action\_updated": {  
 "added": [],  
 "removed": []  
 },  
 "step\_action\_removed": [  
 {  
 "Title": "Follow up 5",  
 "owner": "mudhabir",  
 "Time": "19:00",  
 "Day": 3  
 }  
 ],  
 "step\_action\_added": [],  
 "steps\_condition\_operator": [  
 "AND",  
 null  
 ],  
 "steps\_condition\_updated": {  
 "removed": [],  
 "added": []  
 },  
 "steps\_condition\_added": [],  
 "steps\_condition\_removed": [  
 {  
 "model": "lead property",  
 "operator": "is in",  
 "value": [  
 "Web",  
 "Organic Search"  
 ],  
 "attribute": "Source"  
 }  
 ],  
 "id": 78,  
 "model": "Add follow up",  
 "step": [  
 1,  
 null  
 ]  
 },  
 {  
 "step\_action\_updated": {  
 "added": [  
 {  
 "cc": [  
 "mudhabir"  
 ],  
 "bcc": [],  
 "Choose an email template": "test",  
 "How do you want to see this email?": "Start a new thread",  
 "from": [  
 "mudhabir"  
 ],  
 "reply to": [  
 "mudhabir+2@localhost2.freshsales-dev.com"  
 ],  
 "Include link to Unsubscribe": "Yes",  
 "Track opens and clicks": "Yes",  
 "Include email signature": "Yes",  
 "Day": 1  
 }  
 ],  
 "removed": [  
 {  
 "cc": [],  
 "bcc": [],  
 "Choose an email template": "test",  
 "How do you want to see this email?": "Start a new thread",  
 "from": [  
 "mudhabir"  
 ],  
 "reply to": [  
 "mudhabir+2@localhost2.freshsales-dev.com"  
 ],  
 "Include link to Unsubscribe": "Yes",  
 "Track opens and clicks": "Yes",  
 "Include email signature": "Yes",  
 "Day": 1  
 }  
 ]  
 },  
 "step\_action\_removed": [],  
 "step\_action\_added": [],  
 "id": 81,  
 "model": "Add email",  
 "step": [  
 2,  
 1  
 ]  
 },  
 {  
 "step\_action\_updated": {  
 "added": [],  
 "removed": []  
 },  
 "step\_action\_removed": [],  
 "step\_action\_added": [  
 {  
 "Title": "Follow up 22",  
 "owner": "mudhabir",  
 "Time": "08:29",  
 "Day": 1  
 }  
 ],  
 "steps\_condition\_operator": [  
 null,  
 "AND"  
 ],  
 "steps\_condition\_updated": {  
 "removed": [],  
 "added": []  
 },  
 "steps\_condition\_added": [  
 {  
 "attribute": "if replied",  
 "value": "step 1"  
 }  
 ],  
 "steps\_condition\_removed": [],  
 "id": 84,  
 "model": "Add follow up",  
 "step": [  
 null,  
 2  
 ]  
 }  
 ]  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}

**Territory Create:**

Track the payload type terrritory\_create.

**Sample payload:**

**Territory create payload** Expand source

{  
 "account\_id": "1551267426",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "territory\_create",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Territory",  
 "actor": {  
 "id": 2,  
 "name": "mudhabir",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "job\_title": null,  
 "work\_number": "",  
 "mobile\_number": null,  
 "language": "en",  
 "time\_zone": "UTC",  
 "is\_active": true,  
 "access\_scope": "global",  
 "deal\_pipeline\_id": 2,  
 "report\_access": true,  
 "report\_export": true,  
 "is\_forgotten": false,  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "type": "user"  
 },  
 "action": "create",  
 "action\_epoch": 1553500139.098754,  
 "uuid": "72fff64e4ed211e99f591c36bbed8e69",  
 "account\_full\_domain": "localhost2.freshsales-dev.com",  
 "event\_timestamp": "2019-03-25T07:48:59Z",  
 "product\_push\_timestamp": "2019-03-25T07:48:59Z",  
 "custom\_model": {  
 "singular": null,  
 "plural": null  
 },  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "id": 9,  
 "name": "Asia territory",  
 "description": "new description",  
 "is\_deleted": false,  
 "position": 4,  
 "created\_at": "2019-03-25T07:48:59Z",  
 "updated\_at": "2019-03-25T07:48:59Z"  
 },  
 "associations": {  
 "territory\_users": [  
 {  
 "id": 2,  
 "\_model": "FdMultitenant::User"  
 }  
 ],  
 "updater": null,  
 "creator": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 }  
 }  
 }  
}

**Territory Update:**

Track the payload type territory\_update.

The message["payload"]["changes"]["model\_changes"] should have one of the following keys:

* name
* description
* territory\_users
* lead\_auto\_assignment\_users
* match\_type
* conditions
* position
* is\_deleted

**Sample payload**

**Territory update payload** Expand source

{  
 "account\_id": "1551267426",  
 "pod": "useast1-pod1",  
 "region": "us-east-1",  
 "payload\_type": "territory\_update",  
 "payload\_version": "2.0",  
 "payload": {  
 "model": "Territory",  
 "actor": {  
 "id": 2,  
 "name": "mudhabir",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "job\_title": null,  
 "work\_number": "",  
 "mobile\_number": null,  
 "language": "en",  
 "time\_zone": "UTC",  
 "is\_active": true,  
 "access\_scope": "global",  
 "deal\_pipeline\_id": 2,  
 "report\_access": true,  
 "report\_export": true,  
 "is\_forgotten": false,  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "type": "user"  
 },  
 "action": "update",  
 "action\_epoch": 1553500891.952236,  
 "uuid": "33bc48e64ed411e99f591c36bbed8e69",  
 "account\_full\_domain": "localhost2.freshsales-dev.com",  
 "event\_timestamp": "2019-03-25T08:01:31Z",  
 "product\_push\_timestamp": "2019-03-25T08:01:31Z",  
 "custom\_model": {  
 "singular": null,  
 "plural": null  
 },  
 "event\_info": {  
 "ip\_address": "127.0.0.1"  
 },  
 "model\_properties": {  
 "id": 7,  
 "name": "EUR territory",  
 "description": "new description",  
 "is\_deleted": false,  
 "position": 2,  
 "created\_at": "2019-03-19T06:43:29Z",  
 "updated\_at": "2019-03-25T08:01:31Z"  
 },  
 "associations": {  
 "territory\_users": [  
 {  
 "id": 2,  
 "\_model": "FdMultitenant::User"  
 },  
 {  
 "id": 3,  
 "\_model": "FdMultitenant::User"  
 }  
 ],  
 "updater": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 },  
 "creator": {  
 "id": 2,  
 "name": "mudhabir",  
 "type": "user",  
 "email": "mudhabir.ahmed@freshworks.com",  
 "is\_active": true,  
 "work\_number": "",  
 "mobile\_number": null,  
 "time\_zone": "UTC",  
 "created\_at": "2019-02-27T11:37:06Z",  
 "updated\_at": "2019-03-04T08:16:39Z",  
 "deal\_pipeline\_id": 2,  
 "job\_title": null  
 }  
 },  
 "changes": {  
 "model\_changes": {  
 "name": [  
 "EUR terr",  
 "EUR territory"  
 ],  
 "description": [  
 null,  
 "new description"  
 ],  
 "updated\_at": [  
 "2019-03-19T06:43:29Z",  
 "2019-03-25T08:01:31Z"  
 ],  
 "territory\_users": {  
 "added": [  
 {  
 "user\_id": 2,  
 "name": "mudhabir",  
 "email": "mudhabir.ahmed@freshworks.com"  
 },  
 {  
 "user\_id": 3,  
 "name": "Mu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ed",  
 "email": "mudhabir313@gmail.com"  
 }  
 ],  
 "removed": [  
 {  
 "user\_id": 4,  
 "name": "Mu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ed",  
 "email": "mudhabir1993@gmail.com"  
 }  
 ]  
 },  
 "lead\_auto\_assignment\_users": {  
 "added": [  
 {  
 "user\_id": 2,  
 "name": "mudhabir",  
 "email": "mudhabir.ahmed@freshworks.com"  
 },  
 {  
 "user\_id": 3,  
 "name": "Mu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ed",  
 "email": "mudhabir313@gmail.com"  
 }  
 ],  
 "removed": [  
 {  
 "user\_id": 4,  
 "name": "Mu\*\*\*\*\* \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*ed",  
 "email": "mudhabir1993@gmail.com"  
 }  
 ]  
 },  
 "conditions": [  
 "[]",  
 [  
 {  
 "name": "lead\_stage\_id",  
 "evaluate\_on": "lead",  
 "field\_type": "dropdown",  
 "operator": "in\_list",  
 "value": [  
 "8"  
 ]  
 },  
 {  
 "name": "work\_number",  
 "evaluate\_on": "lead",  
 "field\_type": "phone\_number",  
 "operator": "contains\_in\_list",  
 "value": [  
 "abd"  
 ]  
 }  
 ]  
 ],  
 "match\_type": [  
 "all",  
 "any"  
 ],  
 "condition\_updated": {  
 "removed": [],  
 "added": []  
 },  
 "condition\_added": [  
 {  
 "model": "update lead",  
 "attribute": "Lead stage",  
 "operator": "is in",  
 "value": [  
 "Contacted"  
 ]  
 },  
 {  
 "model": "update lead",  
 "attribute": "Work",  
 "operator": "contains",  
 "value": [  
 "abd"  
 ]  
 }  
 ],  
 "condition\_removed": []  
 },  
 "system\_changes": {},  
 "misc\_changes": {}  
 }  
 }  
}