

## Scenario 3 : A user tries to get a licence with Activity Log from the SmartSheet web Site ( 2 and 4 times / Month)

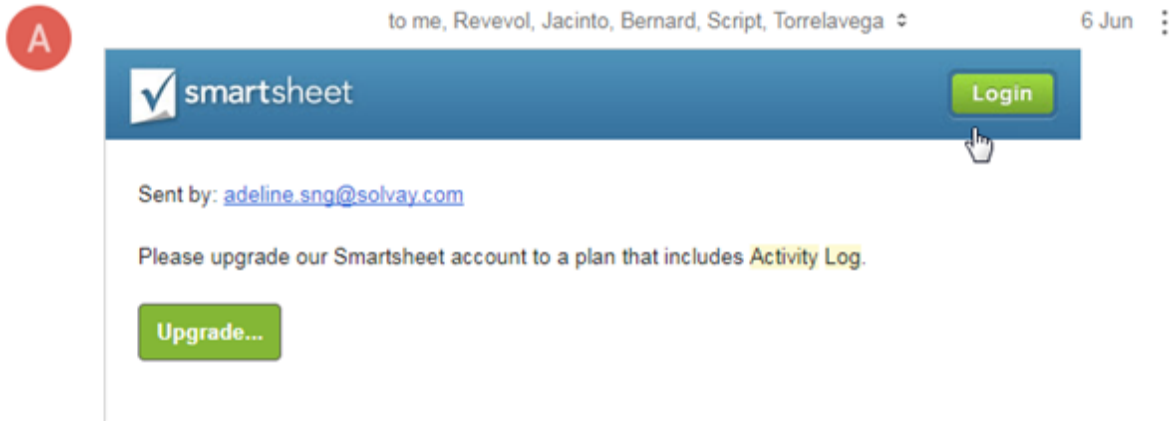


Sample Tickets:

<https://sbs-support.solvay.com/helpdesk/tickets/1274559>

### Problem

E-mail notification will be received in the generic account



### Solution

#### Reply with the Template Activity Log

##### Template Activity Log

##### Body:

Hello,

Nowadays, it's not possible to use the Activity Log feature due to the fact it's required a different kind of license level by Smartsheet.

Solvay is in contact with Smartsheet to upgrade the support and license level at corporate level, however we do not expect changes in a short period of time.

Best regards,

XXX



After Providing the solution we can directly mark the ticket as "Resolved" (Not Close)