Web Services API Reference

Interaction History API

4/13/2025

Interaction History API

Contents

This section describes the Interaction History API section of the Web Services API and provides guidance for developers who need to access interaction history for contacts and agents.

CometD notifications

In order for asynchronous requests to work correctly in the Web Services API, you must subscribe to the appropriate topics for the functionality available in your client application. See CometD notifications for details about the topics you can subscribe to for the Interaction History API.

Resources

The Interaction History API includes the following resources:

- Interaction history resource
- Message resource

Retrieving interaction history

You can use the Interaction History API to get the content of an interaction or get interactions for a specific agent or contact.

Related operations

- RetrieveContactHistory
- RetrieveAgentHistory
- RetrieveInteractionHistory
- GetInteractionContent