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Web Services API Reference

[RetrieveAgentHistory](#)

5/10/2025

RetrieveAgentHistory

This operation is part of the [Interaction History API](#) section of the [Web Services API](#).

Overview

Returns the interaction history for the specified agent. If you make the request without parameters, Web Services returns interactions that were started in the last month.

Request URL	/api/v2/ucs/interactions
HTTP method	POST
Required features	One of the following, depending on the type of interactions you want to retrieve: • api-multimedia-chat • api-multimedia-email • api-multimedia-facebook • api-multimedia-twitter • api-ucs-voice

Parameters

Parameter	Value	Mandatory
operationName	RetrieveAgentHistory	Yes
fromDate	In yyyy-MM-dd format. The default is the current date minus one month.	No
toDate	In yyyy-MM-dd format. The default is the current date.	No
mediaType	The type of media. Possible values are call , chat , email , facebook , facebooksession , openmedia , twitter , or workitem .	No
userId	If specified, only interactions handled the specified agent are returned.	No
sort	Possible values are "asc" or "desc". The default is "desc".	No
maxSize	The number of interactions to	No

Parameter	Value	Mandatory
	return. The default is "100".	
source	Specifies where to look up the interaction. Possible values are "main" and "archive". The default is "main". Whether "archive" is available depends on your Universal Contact Server configuration.	No
customAttributes	A list of custom attribute names to include in the result.	No
searchCustomAttributes	Specify this parameter to search by a custom attribute. You can search custom attributes only with "Equals" statements. In order to include custom fields into the found interactions, you should specify their names in the customAttributes list.	No

Sample

Request

```
POST /api/v2/ucs/interactions
{
  "operationName": "RetrieveAgentHistory",
  "fromDate": "2015-10-01",
  "toDate": "2015-10-05",
  "sort": "asc",
  "searchCustomAttributes": {
    "SearchId": "123456"
  },
  "customAttributes": [
    "SearchId",
    "CustomerId"
  ]
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 1
}
```

CometD notification

```
{
  "referenceId": 1,
```

```
"messageType": "GetInteractionsHistoryMessage",
"interactions": [
  {
    "path": "interactions/0000Sa99620J0EM5",
    "mediaType": "Chat",
    "typeId": "Inbound",
    "state": "New",
    "startDate": "2015-10-01 12:17:45.000+0300",
    "subject": "Customer support",
    "contactId": "0000FaA3VXUS000M",
    "uri": "http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
    "ownerInformation": {
      "userName": "a2",
      "lastName": "a2",
      "id": "cc9016eee9c84dfcb266c642d9fd92c5",
      "firstName": "a2"
    },
    "id": "0000Sa99620J0EM5",
    "customAttributes": {
      "SearchId": "123456",
      "CustomerId": "a21d4c3"
    }
  },
  {
    "path": "/api/v2/interactions/0000Sa99620J0EM7",
    "mediaType": "Email",
    "typeId": "Outbound",
    "state": "Stopped",
    "startDate": "2015-10-02 20:02:22.000+0300",
    "endDate": "2015-10-02 20:02:25.000+0300",
    "subject": "Customer support",
    "contactId": "0000FaA3VXUS000M",
    "uri": "http://localhost:8080/api/v2/interactions/0000Sa99620J0EM7",
    "ownerInformation": {
      "userName": "a2",
      "lastName": "a2",
      "id": "cc9016eee9c84dfcb266c642d9fd92c5",
      "firstName": "a2"
    },
    "id": "0000Sa99620J0EM7",
    "customAttributes": {
      "SearchId": "123456"
    }
  },
  {
    "path": "/api/v2/interactions/0000Sa99620J0EM9",
    "mediaType": "Call",
    "typeId": "Inbound",
    "state": "Stopped",
    "startDate": "2015-10-02 22:02:22.000+0300",
    "endDate": "2015-10-02 22:02:25.000+0300",
    "subject": "Customer support",
    "contactId": "0000FaA3VXUS000M",
    "uri": "http://localhost:8080/api/v2/interactions/0000Sa99620J0EM9",
    "ownerInformation": {
      "userName": "a2",
      "lastName": "a2",
      "id": "cc9016eee9c84dfcb266c642d9fd92c5",
      "firstName": "a2"
    },
    "id": "0000Sa99620J0EM9",
    "customAttributes": {
      "SearchId": "123456"
    }
  }
]
```

```
}  
  ]  
}
```