



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Configuration Guide

Enabling advanced search for Contact Interaction History

# Enabling advanced search for Contact Interaction History

You can enable advanced searching in the Contact History window for agents in your contact and configure which advanced search options are displayed in the Agent Desktop. With advanced searching enabled, agents can search contact history by date range, interaction type, and specific default and custom attributes. The search returns a maximum of 100 results.

## Start

1. Activate the basic search privilege. See `privilege.contact.can-search-contact-history`.
2. Enable advanced searching. See `privilege.contact.can-advanced-search-contact-history`.
3. Enable the filtering of interactions in the **Contact History** view. See `privilege.contact.can-filter-contact-history`.
4. Define the list of attributes displayed on the **Advanced Search** window. See `contact.history-search-attributes`.
5. Define the list of date search options on the **Advanced Search** window. See `contact.date-search-types`.
6. Specify which interaction types (channels) are included in the **Contact History** view list of interactions. See `contact.history.media-filters`.

## End