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Workspace Desktop Edition Help

[Interaction History](#)

Interaction History

The Interaction History view provides you with specific information about where the interaction (voice, e-mail, chat, and workitem) came from, who the contact is, and how long the interaction has been active.

- **Contact**—If the contact is in the contact database, the name of the contact is displayed. The display might also show the contact's number or e-mail address, or "Unknown".
- **Duration**—The time in hours, minutes, and seconds that you have been handling the interaction.

The Interaction History view is part of the Interaction window and the History tab of the **Contact Directory** view.