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Workspace Desktop Edition Help

In-Progress and Recent Interactions

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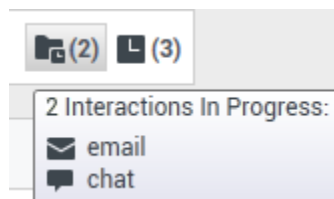
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In-Progress and Recent Interactions

Tip

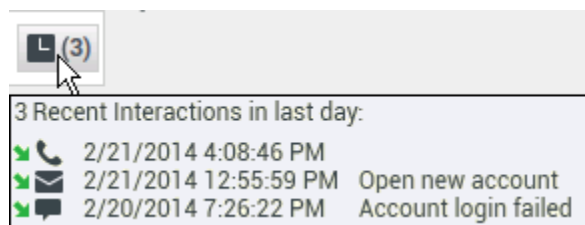
Are you looking for **tutorials** to help you learn how to use this feature? Check out the [Related Resources](#) section at the bottom of this article.

If there are interactions in progress for the current contact, the number of interactions is displayed beside the connection status of the interaction. Place your mouse pointer over the icon to display the number and type of interaction(s) in progress (except voice interactions) for the current contact. If you click the icon, the **Contact** view is opened and the **Contact History** tab is displayed.



Dynamic contact history.

If there are recent interactions for the current contact; the number of interactions is displayed beside the connection status of the interaction. Place your mouse pointer over the icon to display the number and type of recent interaction(s) for the current contact. If you click the icon, the Contact view is opened and the History tab is displayed. Your system administrator defines the contents as interactions in the last-specified number of days.



Display of recent interactions.

The **Interaction History** view is part of the Interaction window and the **History** tab of the [Contact Directory](#) view.

Use the **Zoom** control in the **Main Menu** (refer to [Manage your settings and preferences](#)) to change the size of the text in this view. This feature might not be available in your environment. [**Added:** 8.5.109.16]

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- [Manage Contact History](#)

Related topics

- [Voice Tasks Overview](#)
- [Chat Tasks Overview](#)
- [Email Tasks Overview](#)
- [Outbound Campaigns Overview](#)
- [My History](#)
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