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Workspace Desktop Edition Help

[Interaction History](#)

Contents

- 1 Interaction History
 - 1.1 Related Resources

Interaction History

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.

The **Interaction History** view provides you with specific information about where the interaction (voice, email, 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 email 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.

The screenshot displays the 'Interaction History' interface. At the top, there are tabs for 'Information' and 'History'. Below the tabs, there is a filter section with a 'Filter' dropdown and a 'Quick search' input field. A timeline slider shows 'Arch.', 'All', '1M', '1W', and '1D'. Below the filter section, there are icons for email, phone, and document. The main content area shows a list of interactions with columns for 'Status', 'Subject', and 'Star'. The first row is highlighted in blue and shows 'In Progress' status, 'Shipment arrived broken' subject, and a star rating of 4/1. Below the list, there is a pagination bar showing 'Page 1 of 1', '1 - 5 of 5', and '10 per page'. At the bottom, there is a detailed view of the selected interaction, showing the 'Details' tab, the subject 'Shipment arrived broken', the 'From' field 'MarkAv@mail.dom', the 'To' field 'web@mcr.dev', the 'State' field 'Assigned to Jim Miller - My Inbound E-mails...', and the body text 'Hello, I just received my shipment and it arrived broken. My order number is 2403570348030'.

Status	Subject	Star
In Progress	Shipment arrived broken	4/1
Done		3/28
Done	Re: New account information	3/28
In Progress	Re: New account information	3/28
In Progress	New account information	3/28

Page 1 of 1 | 1 - 5 of 5 | 10 per page

Details | Note | Case Data

Shipment arrived broken
From: MarkAv@mail.dom 4/1/2014 4:23:19 PM
To: web@mcr.dev
State: Assigned to Jim Miller - My Inbound E-mails...

Hello,
I just received my shipment and it arrived broken.
My order number is 2403570348030

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]

If you are looking for information about your KPIs, Contact Center Statistics, or other stats, refer to these topics:

- [My Statistics](#)
- [Statistics Gadget](#)
- [View KPIs And Statistics](#)

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 Contacts and Contact Information](#)

Related topics

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

Top 10 pages

1. [Workspace Desktop Edition Help](#)
2. [Main Window](#)
3. [My Status](#)
4. [Contact Directory](#)
5. [Workbins](#)
6. [Functionality Overview](#)
7. [My Messages](#)
8. [Login](#)
9. [Voice Consultation](#)
10. [Components, Features, and Controls](#)