

# **GENESYS**

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## Workspace Desktop Edition Help

**Interaction History** 

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# Interaction History

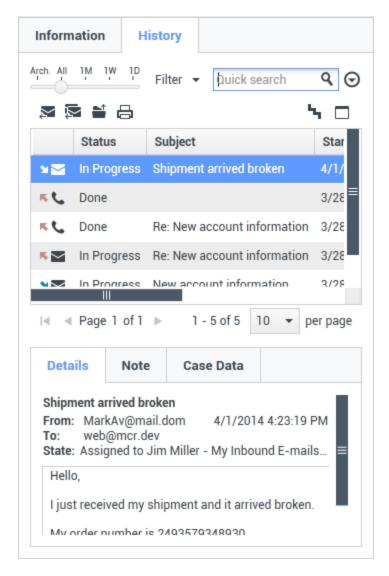
#### Tip

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.



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

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