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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 are filters for 'Arch.', 'All', '1M', '1W', and '1D', along with a 'Filter' dropdown and a 'Quick search' input field. A toolbar contains icons for mail, phone, and other actions. The main area shows a list of messages with columns for 'Status', 'Subject', and 'Star'. The first message is highlighted in blue and has a status of 'In Progress' and a subject of 'Shipment arrived broken'. Below the list, there are navigation controls for 'Page 1 of 1', '1 - 5 of 5', and '10 per page'. At the bottom, there are tabs for 'Details', 'Note', and 'Case Data'. The 'Details' tab is active, showing the subject 'Shipment arrived broken', the sender 'MarkAv@mail.dom', the recipient 'web@mcr.dev', and the state 'Assigned to Jim Miller - My Inbound E-mails...'. The message body contains the text '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](#)