Manage your Contact Center in Agent Setup

Interaction history advanced search

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- Administrator

Configure search for interaction history so agents can find previous interactions in Agent Workspace.

Related documentation:

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In the **Interaction History Advanced Search** section, you can configure the following options:

- **Can Search all Interactions** allows an agent to search among all interactions.

- **Can Advanced Search all Interactions** allows an agent to conduct an advanced search among all interactions.

- **Can Filter all Interactions** allows an agent to filter all interactions.

- **All Interactions Quick Search Attributes** specifies the interaction attributes used to search interactions in quick search mode of the Interaction Search view.

- **History Search Attributes** specifies the list of interaction attributes an agent can use in the Advanced Search mode of the Contact History, My History and Interaction Search views.
  Search attributes include Subject, Start/End Date, Status, Contact, From Address, Phone Number,

Released Date, Sent Date, Notes, and Interaction Type.

- **Date Search Types** specifies the search types available to search the contact database by date. Types include On, On or After, Before, and Between.

- **All Interactions Displayed Columns** specifies the interaction attributes displayed in the result list of the Interaction Search view.

- **Allow Unanswered Outbound Call** specifies an interaction is created in the Universal Contact Server database, even if the outbound call is unanswered by the customer.