



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Manage your Contact Center in Agent Setup

[Interaction history advanced search](#)



- Administrator

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

Related documentation:

-
-

The screenshot shows the 'Interaction History Advanced Search' configuration page. On the left is a navigation menu with 'Interaction History Advanced Search' selected. The main content area has a search bar at the top right labeled 'Search options...'. Below the title, there are several configuration options:

- Can Search all Interactions
- Can Advanced Search all Interactions
- Can Filter all Interactions
- All Interactions Quick Search Attributes (Dropdown: Subject)
- History Search Attributes (Dropdown: Subject, Start Date, End Date, Status)
- Date Search Types (Dropdown: On, OnOrAfter, Before, Between)
- All Interactions Displayed Columns (Dropdown: Subject, Start Date, End Date, Status)
- Allow Unanswered Outbound Call

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.