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Web Services API Reference

[RetrieveInteractionHistory](#)

5/10/2025

RetrieveInteractionHistory

This operation is part of the [Interaction History API](#) section of the [Web Services API](#).

Overview

Returns interaction history. If you make the request without parameters, Web Services returns interactions that were started in the last month. To search interactions started during a specific period of time, use the `fromDate` and `toDate` parameters. You can use just one or both parameters.

Request URL	/api/v2/ucs/interactions
HTTP method	POST
Required features	One of the following, depending on the type of interactions you want to retrieve: • api-multimedia-chat • api-multimedia-email • api-multimedia-facebook • api-multimedia-twitter • api-ucs-voice

Parameters

Parameter	Value	Mandatory
operationName	RetrieveInteractionHistory	Yes
fromDate	In yyyy-MM-dd format. The default is the current date minus one month.	No
toDate	In yyyy-MM-dd format. The default is the current date.	No
mediaType	The type of media. Possible values are call , chat , email , facebook , facebooksession , openmedia , twitter , or workitem .	No
sort	Possible values are "asc" or "desc". The default is "desc".	No
maxSize	The number of interactions to return. The default is "100".	No
source	Specifies where to look up the	No

Parameter	Value	Mandatory
	interaction. Possible values are "main" and "archive". The default is "main". Whether "archive" is available depends on your Universal Contact Server configuration.	
customAttributes	A list of custom attribute names to include in the result.	No
searchCustomAttributes	Specify this parameter to search by a custom attribute. You can search custom attributes only with "Equals" statements. In order to include custom fields into the found interactions, you should specify their names in the customAttributes list.	No

Sample

Request

```
POST /api/v2/ucs/interactions
{
  "operationName": "RetrieveInteractionHistory",
  "fromDate": "2015-10-01",
  "toDate": "2015-10-05",
  "userId": "cc9016eee9c84df266c642d9fd92c5",
  "sort": "asc",
  "searchCustomAttributes": {
    "SearchId": "123456"
  },
  "customAttributes": [
    "SearchId",
    "CustomerId"
  ]
}
```

HTTP response

```
{
  "statusCode": 0,
  "referenceId": 1
}
```

CometD notification

Success

```
{
  "referenceId": 1,
```

```
"messageType": "GetInteractionsHistoryMessage",
"interactions": [
  {
    "path": "interactions/0000Sa99620J0EM5",
    "mediaType": "Chat",
    "typeId": "Inbound",
    "state": "New",
    "startDate": "2015-10-01 12:17:45.000+0300",
    "subject": "Customer support",
    "contactId": "0000FaA3VXUS000M",
    "uri": "http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
    "ownerInformation": {
      "userName": "a2",
      "lastName": "a2",
      "id": "cc9016eee9c84dfef266c642d9fd92c5",
      "firstName": "a2"
    },
    "id": "0000Sa99620J0EM5",
    "customAttributes": {
      "SearchId": "123456",
      "CustomerId": "a21d4c3"
    }
  },
  {
    "path": "/api/v2/interactions/0000Sa99620J0EM7",
    "mediaType": "Email",
    "typeId": "Outbound",
    "state": "Stopped",
    "startDate": "2015-10-02 20:02:22.000+0300",
    "endDate": "2015-10-02 20:02:25.000+0300",
    "subject": "Customer support",
    "contactId": "0000FaA3VXUS000M",
    "uri": "http://localhost:8080/api/v2/interactions/0000Sa99620J0EM7",
    "ownerInformation": {
      "userName": "a2",
      "lastName": "a2",
      "id": "cc9016eee9c84dfef266c642d9fd92c5",
      "firstName": "a2"
    },
    "id": "0000Sa99620J0EM7",
    "customAttributes": {
      "SearchId": "123456"
    }
  },
  {
    "path": "/api/v2/interactions/0000Sa99620J0EM9",
    "mediaType": "Call",
    "typeId": "Inbound",
    "state": "Stopped",
    "startDate": "2015-10-02 22:02:22.000+0300",
    "endDate": "2015-10-02 22:02:25.000+0300",
    "subject": "Customer support",
    "contactId": "0000FaA3VXUS000M",
    "uri": "http://localhost:8080/api/v2/interactions/0000Sa99620J0EM9",
    "ownerInformation": {
      "userName": "a2",
      "lastName": "a2",
      "id": "cc9016eee9c84dfef266c642d9fd92c5",
      "firstName": "a2"
    },
    "id": "0000Sa99620J0EM9",
    "customAttributes": {
      "SearchId": "123456"
    }
  }
]
```

```
    }  
  }  
}
```

Error

```
{  
  "referenceId":1,  
  "messageType":"GetInteractionsHistoryMessage",  
  "errorMessage":"Request failed"  
}
```