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Web Services API Reference

Interaction History API

5/10/2025

Interaction History API

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This section describes the Interaction History API section of the [Web Services API](#) and provides guidance for developers who need to access interaction history for contacts and agents.

CometD notifications

In order for [asynchronous requests](#) to work correctly in the Web Services API, you must subscribe to the appropriate topics for the functionality available in your client application. See [CometD notifications](#) for details about the topics you can subscribe to for the Interaction History API.

Resources

The Interaction History API includes the following resources:

- [Interaction history resource](#)
- [Message resource](#)

Retrieving interaction history

You can use the Interaction History API to get the content of an interaction or get interactions for a specific agent or contact.

Related operations

- [RetrieveContactHistory](#)
- [RetrieveAgentHistory](#)
- [RetrieveInteractionHistory](#)
- [GetInteractionContent](#)