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Web Services and Applications Configuration Guide

Enabling advanced search for Contact Interaction History

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You can enable advanced searching in the Contact History window for agents in your contact and configure which advanced search options are displayed in the Agent Desktop. With advanced searching enabled, agents can search contact history by date range, interaction type, and specific default and custom attributes. The search returns a maximum of 100 results.

Start

1. Activate the basic search privilege. See `privilege.contact.can-search-contact-history`.
2. Enable advanced searching. See `privilege.contact.can-advanced-search-contact-history`.
3. Enable the filtering of interactions in the **Contact History** view. See `privilege.contact.can-filter-contact-history`.
4. Define the list of attributes displayed on the **Advanced Search** window. See `contact.history-search-attributes`.
5. Define the list of date search options on the **Advanced Search** window. See `contact.date-search-types`.
6. Specify which interaction types (channels) are included in the **Contact History** view list of interactions. See `contact.history.media-filters`.

End