GENESYS™

Workspace Desktop Edition Help
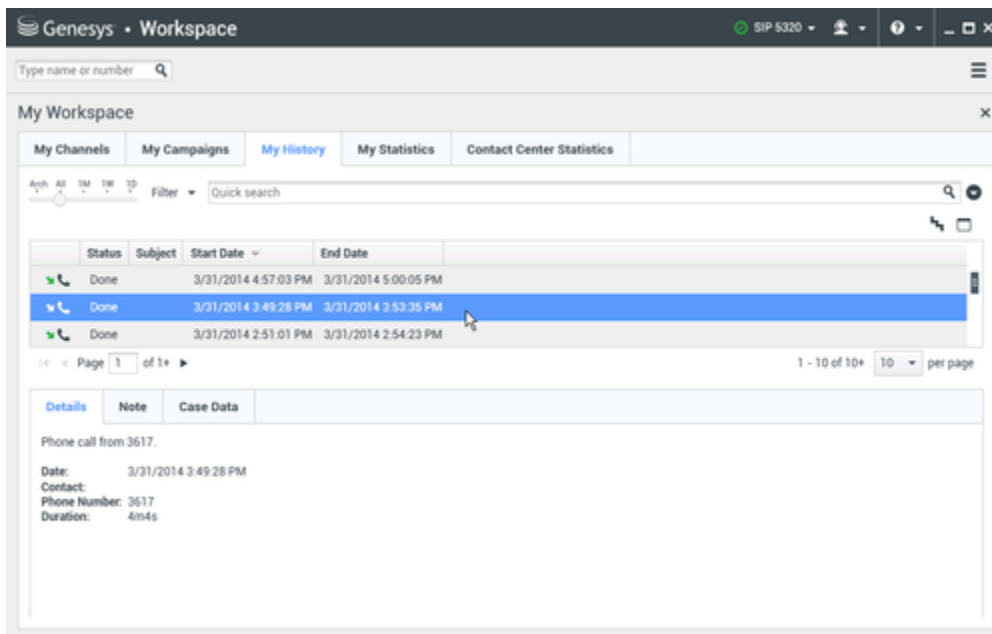
My History

12/15/2025

Contents

My History

[**Modified:** 8.5.115.17, 8.5.113.11, 8.5.110.13]

> ## Tip
> Are you looking for **tutorials** to help you learn how to use this feature? Check out the Related Resources section at the bottom of this article.

The **My History** view enables you to review and manage your previous interactions with a contact.

To display the My History view, in the Main Window, click the **Access and use Workspace supporting views** button (☰) to display the **Supporting Views** menu, then select **My History**.

Use the **My History** view to do the following:

- Find interactions. The Quick Search and Advanced search return only your interactions.
  - Searching on a phone number, status, start date, or end date returns a list of your interactions that match the criterion or criteria.
  - The search and filter tools work the same in this view as they do in the Contact History view, except that they return only your interactions, not all interactions that match the criteria.
- Perform the following actions on selected interactions:
  - Mark done voice and email [**Added:** 8.5.110.13] interactions that have the **In-Progress** status.

- - Reply/Reply All to email interaction.

  - Resend a previously sent email.

  - Open in-progress inbound and outbound email interactions (that are in the process of being routed out of and into workbins and queues).

  - View attachments [**Added:** 8.5.115.17]

  - Forward inbound and outbound email interactions [**Added:** 8.5.113.11]

  - Delete an outbound email interaction that has the **In-Progress** status. [**Added:** 8.5.110.13]

  - Assign contact for the selected voice interaction assigns the interaction to an existing contact.

  - Print the interaction (if you have the correct permissions)

- View information about the selected interaction.

Workspace enables you to access information details about interactions that you have selected in the **My History** view. The **Show Details Panel on Bottom**/**Hide Details Panel** button (☐ ▾) enables you to specify how the Details panel is displayed. Click the **Show Details Panel on Bottom**/**Hide Details Panel** button to choose one of the following views:

- Details Panel Right

- Details Panel Bottom

- Hide Details Panel

Grid View and Tree View

Workspace enables you to access contact interactions either chronologically or as threads. The **Show Interactions in Grid View**/**Show Interactions in Tree View** button (▦/◪) enables you to specify how the **My History** view is displayed. Refer to the Contact History page for information about how to use the features of the **Contact History** view, including opening in-progress interactions and resending email interactions that have been marked as **Done**.

Grid View displays interactions chronologically, and Tree View displays interactions chronologically by thread. A thread is a group of two or more interactions with a single contact that were created in the same context (email replies, multichannel conversation, social-media threads, and so on).

The **Details** view contains three tabs:

- Details

- Notes

- Case Data

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- Manage Your History
- Manage Contact History
- Manage Contacts and Contact Information

Related topics

- My History
- Interaction History
- Contact Directory

Top 10 pages

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