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Workspace Desktop Edition User's Guide

Contact and Interaction Management

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Contact and Interaction Management

These lessons introduce you to Workspace contact management and interaction search. The Workspace Contact History view enables you to view and manage previous interactions with a contact. The My History view and the Interaction Search view enable you to find interactions in your interaction database by using a variety of criteria.

This topic contains the following sub-topics:

- [Manage Contact History](#)
- [Manage Your History](#)
- [Manage Contacts and Contact Information](#)
- [Find Interactions](#)

Related Information

- [Contact History](#)
- [Contact Directory](#)
- [Contact Search](#)
- [Interaction Search](#)
- [My History](#)