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# Workspace Desktop Edition Help

[Interaction History](#)

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# Interaction History

## 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 **Interaction History** view provides you with specific information about where the interaction (voice, email, chat, and workitem) came from, who the contact is, and how long the interaction has been active.

- **Contact:** If the contact is in the contact database, the name of the contact is displayed. The display might also show the contact's number or email address, or "Unknown".
- **Duration:** The time in hours, minutes, and seconds that you have been handling the interaction.

The **Interaction History** view is part of the Interaction window and the **History** tab of the [Contact Directory](#) view.

The screenshot displays the 'Interaction History' interface. At the top, there are tabs for 'Information' and 'History'. Below the tabs, there is a filter section with a 'Filter' dropdown and a 'Quick search' input field. A timeline slider shows 'Arch.', 'All', '1M', '1W', and '1D'. Below the filter section, there are icons for email, phone, and document. The main content area shows a list of interactions with columns for 'Status', 'Subject', and 'Star'. The first row is highlighted in blue and shows 'In Progress' status, 'Shipment arrived broken' subject, and a star rating of 4/1. Below the list, there is a pagination section showing 'Page 1 of 1', '1 - 5 of 5', and '10 per page'. At the bottom, there is a detailed view of the selected interaction, showing the 'Details' tab, 'Note' tab, and 'Case Data' tab. The 'Details' tab is active, showing the subject 'Shipment arrived broken', the 'From' field 'MarkAv@mail.dom', the 'To' field 'web@mcr.dev', and the 'State' field 'Assigned to Jim Miller - My Inbound E-mails...'. The 'Note' tab shows the text 'Hello, I just received my shipment and it arrived broken. My order number is 2403570348030'.

Status	Subject	Star
In Progress	Shipment arrived broken	4/1
Done		3/28
Done	Re: New account information	3/28
In Progress	Re: New account information	3/28
In Progress	New account information	3/28

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**Details** | Note | Case Data

**Shipment arrived broken**  
From: MarkAv@mail.dom 4/1/2014 4:23:19 PM  
To: web@mcr.dev  
State: Assigned to Jim Miller - My Inbound E-mails...

Hello,  
I just received my shipment and it arrived broken.  
My order number is 2403570348030

Use the **Zoom** control in the **Main Menu** (refer to [Manage your settings and preferences](#)) to change the size of the text in this view. This feature might not be available in your environment. [**Added:** 8.5.109.16]

If you are looking for information about your KPIs, Contact Center Statistics, or other stats, refer to these topics:

- [My Statistics](#)
- [Statistics Gadget](#)
- [View KPIs And Statistics](#)

## 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 Contacts and Contact Information](#)

### Related topics

- [My History](#)
- [Interaction History](#)
- [Contact Directory](#)
- [Voice Tasks Overview](#)
- [Chat Tasks Overview](#)
- [Email Tasks Overview](#)
- [Outbound Campaigns Overview](#)

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