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Workspace Desktop Edition Help

[My History](#)

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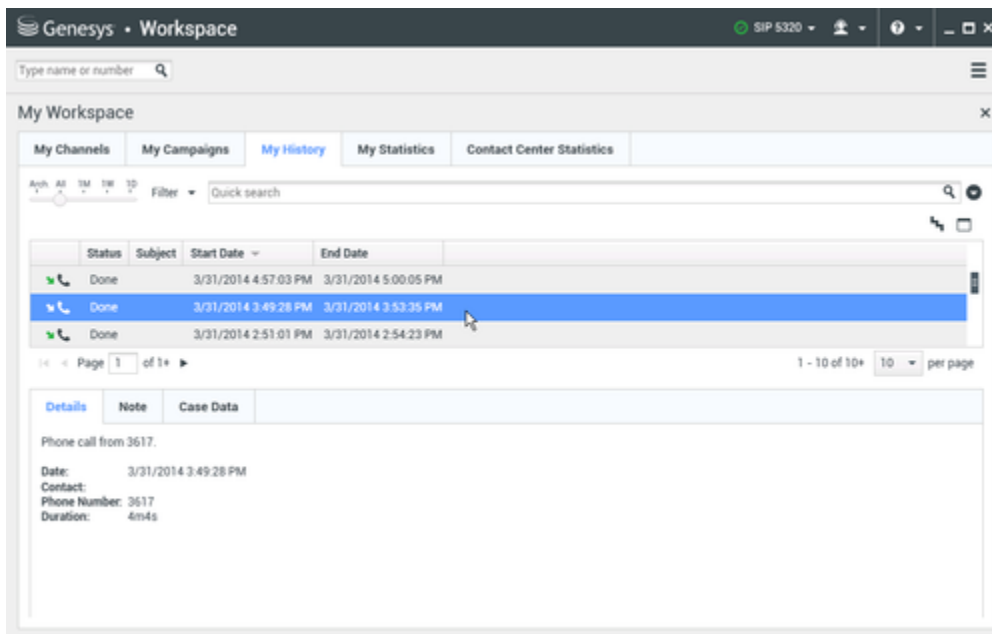
My History

[**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:

My History

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

Related topics

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

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