

## Enquiry registrations in Archive

In the Agent Application, agents can register what the call/chat/email was about using Enquiry registration. When an agent answers a call/accepts a written request, a new Enquiry registration tab appears (if configured). Since calls can be transferred to other agents and Enquiry registration is optional, there might be 0, 1 or more Enquiry registrations per incoming call, each containing 1 or more Topics in 1 or more Categories and/or a comment. You can search for calls/chats/emails with a Category/topic or with a specified Comment.

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select															
03.01.2018 08:24	21496002 (Demo...	0:11	0:11		0:21	Paal agent	<input type="checkbox"/>															
<div style="display: flex; border-bottom: 1px solid #ccc;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">General Information</div> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Recording</div> <div style="border: 2px solid red; padding: 2px; margin-right: 5px;">Enquiry Registration</div> <div style="border: 1px solid #ccc; padding: 2px;">Survey</div> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Time</th> <th>Agent Name</th> <th>Queue</th> <th>Category</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>03.01.2018 08:28:36</td> <td>Paal agent</td> <td>Support</td> <td>Product</td> <td>General</td> </tr> <tr> <td colspan="2">Comment:</td> <td colspan="3">Nothing special</td> </tr> </tbody> </table>								Time	Agent Name	Queue	Category	Topic	03.01.2018 08:28:36	Paal agent	Support	Product	General	Comment:		Nothing special		
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03.01.2018 08:28:36	Paal agent	Support	Product	General																		
Comment:		Nothing special																				

### Note

Only Enquiry registrations linked to a request are shown in the Archive.

If you use the Puzzel Dialler and an agent **reschedules** a Dialler call, the reschedule time and "to myself"/"to any agent" will be shown below the comment. If the Dialler agent selects "Mark as unanswered", this will also be shown here.