

## Basic Search Parameters

Required fields:

- **Type:** All calls, Recorded calls (a subset of All calls), Chat, Email/task, Social media or All media types
- **Time Period:** Use the From/To fields to define the time period, or use the Time helper buttons and the green arrows
  - Default is Based on request Start, but you can change to Based on request Finish.

Optional basic search fields:

- Access point (Phone number/Email address etc)
- Queue (the system queue)
- Agent
- Callers number/Chatters Name/From.

In list boxes (Access point, Queues, Agents) you can filter and select one or more entries.

The screenshot shows a search interface with the following elements:

- Navigation: Home » Archive » Search
- Search criteria: Search criteria (dropdown)
- Type: All Calls (dropdown)
- Time period: Yesterday (button), Last week (button), 14-02-2022 00:00 to 14-02-2022 24:00 (input fields), Based on request: Start (selected) / Finish (radio button)
- Caller's Number: Input field
- Access Points: Input field
- Queues: Filter: sale, Check all, Uncheck all, Chat Sales, E-mail Sales, Sales, Scheduled Task - Sales (checkboxes)
- Agents: Input field
- Buttons: Search and show result, Search and download
- Storage time: Storage time (link)

## Wild Card Search

Asterisk (\*) can be used as a wild card in the beginning, in the middle and/or in the end of your search string in Caller's number / Chatter's Name/Email / From, and in the Advanced search fields Comment and Tags.

If you search for \*petter\* in Chatter's Name/Email you will find chats that contain petter in the chat fields Name or Email (id).

If you search for 214906\* in Caller's number you will find calls that have a number that begins with 214906.