

Related requests / All media types

If a call has a related request, or if an email has a related request, such a request will have a related icon the right margin in the search result table.

The screenshot shows the 'Archive' search interface. The search criteria are set to 'All Calls' with a time period from 20-03-2020 00:00 to 26-03-2020 00:00. The search results table has the following columns: Start, Access Point, Recording Time, Speak Time, Caller's Number, Time before answer, Agent(s), and a 'Select' checkbox. A red arrow points to a related icon in the 'Select' column of the first row.

Start	Access Point	Recording Time	Speak Time	Caller's Number	Time before answer	Agent(s)	Select
▶ 20.03.2020 13:25	21492979 (Main...	0:00	0:00	98214	-	-	
▶ 24.03.2020 12:45	21492979 (Main...	0:00	0:00	98214	-	-	
▶ 25.03.2020 12:25	21492979 (Main...	0:00	0:00	98214	-	-	

If you click on such a related icon, the Archive searches for and shows this request and its related request(s). If the current request and the related has different media types, the Type listbox shows All media types.

The screenshot shows the 'Archive' search interface with search criteria set to 'All Calls' and a time period from 20-03-2020 00:00 to 26-03-2020 00:00. The search results table has the following columns: Start, Access Point, Recording Time, Speak Time, Request source, Chatter's Name, Time before answer, Agent(s), Subject, and a 'Select' checkbox. A related icon is visible in the 'Select' column of the first row.

Start	Access Point	Recording Time	Speak Time	Request source	Chatter's Name	Time before answer	Agent(s)	Subject	Select
▶ 20.03.2020 13:20	STask_10010		2:58	Klara Klok		7:13	Paal Sales Agent		
▶ 20.03.2020 13:25	21492979 (Main...	0:00	0:00	98214		-			

You can also select Type *All media types* and then search for requests with e.g. one agent and a time period as search parameters, so that you can see all found requests in the same view.