

## 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' for Type, '20-03-2020 00:00' to '26-03-2020 00:00' for Time period, and 'Basic' for the search type. The search results table shows 5 records found. The first record has a related icon (a chain link) in the right margin, which is highlighted by a red arrow.

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	-	-	<input type="checkbox"/>
24.03.2020 12:45	21492979 (Main...	0:00	0:00	98214	-	-	<input type="checkbox"/>
25.03.2020 12:25	21492979 (Main...	0:00	0:00	98214	-	-	<input type="checkbox"/>

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. The search criteria are set to 'All Calls' for Type, '20-03-2020 00:00' to '26-03-2020 00:00' for Time period, and 'Basic' for the search type. The search results table shows 2 records found. The first record has a related icon (a chain link) in the right margin.

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	0:00	Klara Klok	7:13	Paal Sales Agent	-	-	<input type="checkbox"/>
20.03.2020 13:25	21492979 (Main...	0:00	0:00	98214	-	-	-	-	<input type="checkbox"/>

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.