

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 the 'Search' interface with the following elements:

- Search criteria:** A dropdown menu set to 'All Calls'.
- Time period:** A date range from '14-02-2022 00:00' to '14-02-2022 24:00'. Above the fields are buttons for 'Yesterday' and 'Last week'. Below the fields is a radio button to switch between 'Based on request: Start' (selected) and 'Finish'.
- Caller's Number:** A text input field.
- Access Points:** A dropdown menu.
- Queues:** A list box with a filter 'sale' and checkboxes for 'Chat Sales', 'E-mail Sales', 'Sales', and 'Scheduled Task - Sales'. It also has 'Check all' and 'Uncheck all' buttons.
- Agents:** A dropdown menu.
- Buttons:** 'Search and show result' (red) and 'Search and download' (black).
- Tabs:** 'Basic' and 'Advanced' tabs.
- Links:** 'Home', 'Archive', 'Search', and 'Storage time'.

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.