Basic Search Parameters

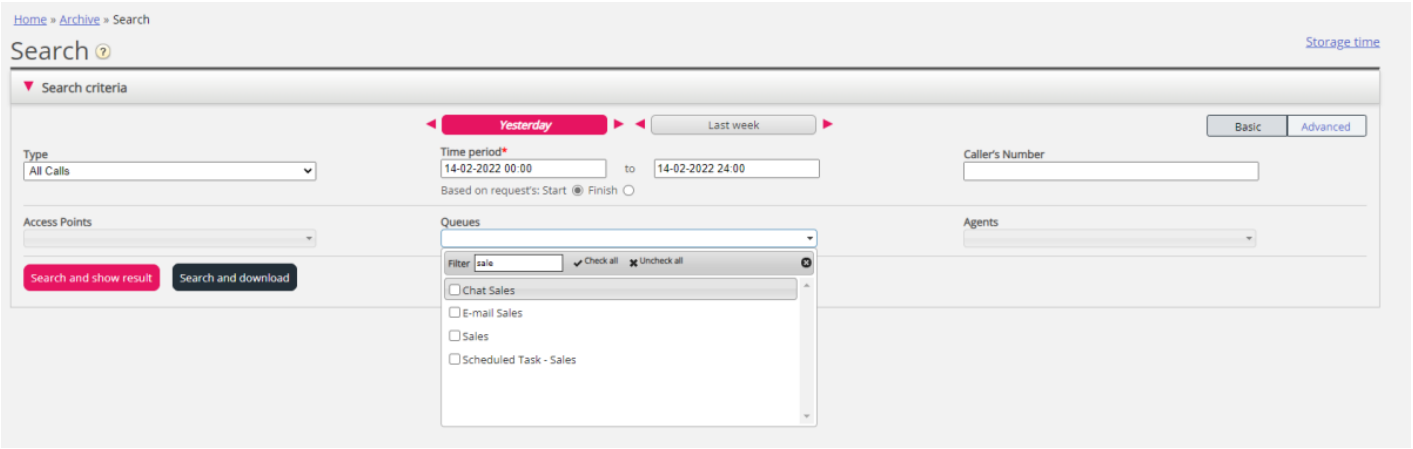
Required fields:

- ***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.



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.

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