# Advanced Search Parameters

When Advanced is clicked (instead of *Basic*), more search parameters are available.



**Advanced search parameters**

- You can search for requests with any value or a specific value for a given **Variable.**

  - For calls made after October 4th 2022 there will be a variable called *caller_on_hold_total* with a value (in seconds) only for calls where the connected agent(s) clicked 'Put on hold' or did a consult call (caller is on hold while agent is consulting).

  - If you select a Variable in the *Variable Name* list box and leave the *Variable Value* empty, the search will return requests that have this variable with any value.

  - You can use * as a wildcard to search for Tasks with Variable name "api_etask_title" and Variable value "Follow*" to find Titles starting with "Follow".

  - Please note that search for a range, e.g. 200-999, will not return any records.

- If you know the **session_id** or the **call_id** (from Raw data or a call recording file) you can search with this value (time period is not needed)

- For Type **All calls**/**Recorded calls**, you can search based on e.g. Speak time, Recording time, Time before answer, Enquiry registration Categories/Topics, Survey Score/Comment and more.

- For Type **Chat**, the Advanced parameters are Speak time and Time before answer, Enquiry registration Categories/Topics and Survey Score/Comment. Speak time is the duration of the chat conversation with the agent(s), while Time before answer is the time in queue until the agent click Accept.

- For Type **Email** and **Social media**, the Advanced parameters are Handling time, Time before answer and Answer status (Answered/Not yet answered), in addition to Enquiry registration Categories/Topics.

  - *Handling time* is the time from the agent clicked Accept until closing the request dialog tab in the Agent application. If the agent worked on an email more than once (due to time in Personal queue), Handling time is the sum of the Handling times.

  - *Time before answer* is time in queue until first agent clicked *Accept*. Please note that an agent may accept the email and then put it in personal queue, and pick it up the next day and then send an answer to the customer. The column *Total Time* might give an indication on how long time it took before the agent actually sent an (email) answer to the customer.

- Survey score and Survey comment is explained here