

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: Type: All Calls, Time period: 20-03-2020 00:00 to 26-03-2020 00:00, Caller's Number: (empty), Access Points: (empty), Queues: (empty), Agents: (empty). The search results table is as follows:

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 after clicking a related icon. The search criteria are: Type: All Calls, Time period: 20-03-2020 00:00 to 26-03-2020 00:00, Caller's Number: (empty), Access Points: (empty), Queues: (empty), Agents: (empty). The search results table is as follows:

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		<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.