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.

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.

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.