Overview

The **Queue History** status page is used to inspect operational state and historical records without changing normal tenant configuration.

How to Use

1. Open **Status > Queue History**.
2. Confirm that the selected tenant is correct, or use the available global view when your account allows it.
3. Use filters to narrow the result before exporting or reviewing detailed records.
4. For live status pages, refresh the page after making configuration changes that should affect the state.

Operational Notes

Status pages are diagnostic views. When a record points to a configuration object, open the related configuration page to make changes instead of editing the status view.

Simple and Complete Queue History

The administrator selects the default in **Admin > Settings > Queue History Theming**. Complete view shows the full history. Simple view loads recordings, transcripts, summaries and sentiment details when a call is expanded. **Only Simple view** makes the simple interface mandatory and disables Complete View, including direct links. Tenant preferences cannot override this global policy.

The same settings section controls Queue History row counting. Skipping the count when no filters are applied reduces work on large datasets; filtered searches still show an exact count. Unfiltered totals are estimated as additional rows load.

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