# Compass - View Case History

[Process](#_Toc205791346)

[Related Documents](#_Toc205791347)

**Description:** Steps to view recent cases inCompass.

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| Process |

Occasionally, agents may need to return to a case for follow-up or research.

Follow the steps below to view recent cases:

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| **Step** | **Action** |
| **1** | Access the **Search** tab in **Compass** and select **Cases** from the dropdown menu.    **Result:** List of Recently Viewed cases displays (default). |
| **2** | Click the **Recently Viewed** dropdown menu arrow then select **My Interaction History (7 days)** from the list, or type into the search field to locate.    **Result:** My Interaction History (7 days) list displays. |
| **3** | Enter the case number into the **Search** **this list** field and click the magnifying glass to search for the desired case. |
| **4** | Click the **Case Number** hyperlink to view the Case Details. |

[Top of the Document](#_top)

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| Related Documents |

**Parent Document:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL%200049)

[Top of the Document](#_top)

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