

# 5.3 Contacts

## Bright Pattern Documentation

Generated: 10/23/2021 11:41 pm

Content is available under license unless otherwise noted.

## Table of Contents

Table of Contents	2
Contacts Overview	3
Articles	3
Tutorials	3

# Contacts Overview

*Search & Preview Records* (formerly known as Contacts) is where cases and contact records are located, as well as a search bar that allows you sort through them quickly and easily. The following is an overview of what you will see in this section of Agent Desktop.

**Note:** The *Bulk Export/Import Contacts* feature available in this section prior to release 5.3.2 was removed and added to the Contact Center Administrator application, section [Contact Import & Export](#).

## Articles

The following is a list of articles in this section:

- [Search & Preview Records Interface](#)

## Tutorials

Learn more about using the Search and Preview Records features in this guide's [Tutorials](#) section.

- [Advanced Search](#)
- [How to Create a New Contact](#)
- [How to Add to an Existing Contact](#)
- [How to Create New Cases](#)
- [Using URL Variations to Access Case and Contact Information](#)