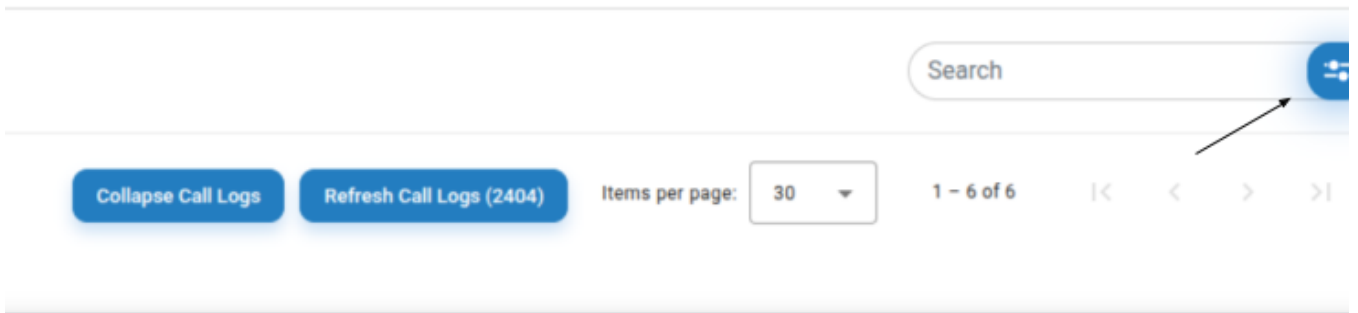


Create your own persistent dashboards (Favorites)

Purpose: Save any filter combination so you can return to it with one click.

Steps

1. Open the **Filter** panel (blue circle with sliders) .



2. Configure your criteria (Type, Language, Status, Copilot, Intent).
3. In the **Favorites** section of the panel, choose **Add/Save current filters** (wording may show as *Save*, *+*, or *Add to Favorites*).
4. Name your favorite (e.g., "**Appointments - EN - Open**").
5. Save. Your new favorite appears in the **Favorites** list (alongside examples like **All-es**, **Appointments**, **Refill**, **Veronica**).
6. To use it later, open the Filter panel and tick the favorite's checkbox.
7. To remove a favorite, click the red **delete** icon next to it.

Tips and good practices

Teams often make favorites for each queue they work (e.g., *Refill - In-progress*, *Order Status - Spanish*).

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