Icon guide on main home screen (call worklist dashboard)

- ☎ / **phone icon** — Voice call entry.
- □□ / **message icon** — Message entry.
- **EN / ES** badge — Language detected/selected.
- **Blue phone (bottom-right)** — Open the dialer (outbound call).
- **Blue chat bubble (bottom-right)** — Open secure chat.
- **Blue sliders (near Search)** — Open the Filter panel.

Best practices

- Save the views you use daily as **Favorites** (one per agent role).
- Pair **Intent** with **Language** to create clean work queues.
- Refresh often during peak hours; unresolved calls with short durations are strong callback candidates.

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