Search calls Or SMS interactions

Purpose: Find a specific caller or reason fast.

Steps

1. Click into **Search** (top-right).
2. Type any of the following:
   - **Phone number** (full or partial): e.g. `617-334-2317`
   - **Primary reason keyword:** `refill`, `appointment`, `billing`
   - **Assignee name** (if your org uses assignment)
3. Press **Enter**. Combine with filters for best results (see Create your own filters).

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