View Resolved Calls in SimboConnect

Purpose: This article explains how to open the Resolved calls screen and how to read everything on it. Use this screen to review calls that were completed either by the Simbo AI Copilot or by your staff.

Who can use this

Front office agents, supervisors, and admins who manage inbound or outbound phone activity in Phone Copilot.

Open the Resolved calls screen

1. Sign in to the Phone Copilot dashboard.
2. In the top navigation, select **Resolved calls**.
3. The Resolved calls page opens and shows the most recent resolved calls.

Screen overview

The page has two main areas:

1. **Filters and actions bar** at the top
   - **Select Copilot**. Choose a phone line or Copilot to limit results.
   - **Caller Number**. Type a full or partial phone number to search.
   - **Enter a Date Range**. Pick start and end dates to see calls from a specific period.
   - **Fetch History**. Apply your filters and refresh the list.
   - **Clear**. Reset all filters.
2. **Resolved calls table**
   A list of calls with one row per call. You can click any row to open more details.

Table columns explained

- **Phone No.**
  The caller’s phone number. A small language tag such as **EN** may appear next to it.
- **Copilot**
  The SimboConnect Copilot or phone line that handled the call, for example **DEMO Line Integrated**.

- **Primary Reason**
  The reason detected for the call, such as **Request - Need Refill, Need Records** or **Request - Need Appointment**.
- **Interaction Time**
  The time when the call interaction occurred.
- **Duration (MM:SS)**
  The call length in minutes and seconds.
- **Resolved at**
  The time when the call was marked as resolved.
- **Resolved by**
  Who resolved the call. This can be the **Copilot** when it resolved the request automatically or the **name of a user** when a person completed it.
- **Assigned To**
  The staff member responsible for follow up, if any.

Paging and list size

- The header shows **Showing 50 entries**.
- Use **Prev 50** and **Next 50** to move through older or newer pages of results.

View more details for a call

1. Click any row in the table.
2. The call details page opens where you can review the full information for that call.

Tips and good practices

- Start with a **Date Range** when you are hunting for calls from a specific day or week.
- Use **Caller Number** search to quickly find all calls from the same person.
- If your team manages multiple lines, select the right **Copilot** before you click **Fetch History**.
- Click **Clear** when results look unexpected to remove old filters.
- Use **Resolved by** to separate calls completed by the Copilot from those handled by staff for reporting or coaching.
- Check the **Assigned To** column to confirm ownership and avoid duplicate follow up.

Revision #4
Created 17 September 2025 06:21:22 by Admin
Updated 25 September 2025 19:25:47 by Admin