Get to know the Inbound dashboard

Purpose: Understand what you’re seeing and how calls are organized.

Where: Top navigation → **Inbound**.

What you see

- **Toolbar (top-right):**
  - **Search** box
  - **Filter** (blue circle with sliders)
  - **Collapse Call Logs** / **Refresh Call Logs**
  - **Items per page** picker
- **Tabs/shortcuts (top-left): ALL**, **All-ES**, **Appointments**, **Refill**, **Veronica** (preset filters).
- **Call table columns:**
  - **Phone No.** — the caller’s number; rows are **grouped by phone number** so related calls stay together.
  - **Copilot** — which AI/line handled the call (e.g., *DEMO Line Integrated*).
  - **Primary Reason** — AI-detected intent (e.g., *Request – Need Appointment*, *Need Refill*).
  - **Interaction Time** — when the call happened.
  - **Duration (MM:SS)** — call length.
  - **Assigned To** — owner(s) (if any). If an owner’s name appears in green, it indicates that that owner is actively working on the item.
  - **Status** — *Open* or *In-progress*.
- **Type & language icons (far-left):** phone or message icon + language badge (e.g., **EN**).
- **Floating actions (bottom-right):** blue **phone** (dialer) and blue **chat** (HIPAA-compliant messaging).

Tips

- Rows within the same phone number block are related; work them as a thread.
- Use **Refresh Call Logs** to load recent activity without leaving the page.

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