

# 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.

---

Revision #1

Created 19 September 2025 18:50:17 by Admin

Updated 19 September 2025 18:50:28 by Admin