

# Set the call status

**Purpose:** Show progress and keep the queue clean.

## Steps

1. Open the call.
2. Use the Status dropdown and choose one of these options:
  - Open
  - In-progress
  - Resolve
  - Resolved No Response
  - Delete
3. Click Mark as Resolved when the task is complete.
4. Use I am Working on it to broadcast that you have taken ownership.

## Tips and good practice

- Use Resolved No Response when you tried to reach the patient but did not connect.

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Revision #1

Created 19 September 2025 19:01:21 by Admin

Updated 19 September 2025 19:01:37 by Admin