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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