Column quick reference for calls worklist dashboard

- **Phone No.** — Caller’s number. Groups indicate related interactions.
- **Copilot** — AI line or integration that answered/handled the call.
- **Primary Reason** — Detected intent (e.g., *Need Appointment*, *Need Refill*, *Order Status*).
- **Interaction Time** — Local time of the call.
- **Duration (MM:SS)** — Call length.
- **Assigned To** — Owner of the follow-up (if used by your clinic). If an owner’s name appears in green, it indicates that that owner is actively working on the item
- **Status** — *Open* or *In-progress*.

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